

October 2024

Dear HSN Provider;

As of October 1, 2024, Medical Hardship has transitioned out of the HSN Fiscal Operations Unit and will be managed by the HSN Operations Department. This alignment will streamline the processing of Special Circumstance applications as well as the claims adjudication, all managed within the Operations department at HSN.

If you have any questions regarding Medical Hardship, the primary contact will continue to be Rosa Alvarado, Reimbursement and Medical Hardship Analyst at [rosa.alvarado@mass.gov](mailto:rosa.alvarado@mass.gov). Any items requiring additional assistance can be sent to Angela Gizzi, HSN Operations Manager at [angela.gizzi@mass.gov](mailto:angela.gizzi@mass.gov).

Please feel free to reach out to Rosa or Angela with any questions pertaining to the above-mentioned changes.