# **Information Session for Organizations Interested in Becoming Certified Application Counselors (CACs)**

Executive Office of Health and Human Services

March 20, 2023

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## The Certified Application Counselor (CAC) Program

* **In Massachusetts, the CAC program is a joint program administered by MassHealth and supported by the Massachusetts Health Connector**
* **CACs help people:**
  + Apply for insurance benefits
  + Enroll in health plans
  + Maintain health insurance coverage
* **CACs provide optional assistance to individuals who seek out their help**
  + Individuals do not need a CAC to apply for or receive benefits
* **Being a CAC is a volunteer position**
  + CACs are not employees of MassHealth
  + No one is paid for becoming a CAC or performing the responsibilities of a CAC

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## Becoming a CAC

An organization must first partner with MassHealth and the Massachusetts Health Connector

Current CAC designated organizations include but are not limited to:[[1]](#footnote-1)

* Hospitals
* Community Health Centers
* Nonprofits or Community- Based Organizations

Then, the organization can designate or select individuals who work or volunteer to become CACs

* Not all employees or volunteers need to become CACs
* However, at least one person from the organization must go through training and become certified

Being a CAC requires certification and comes with certain responsibilities

* To become certified, CACs must complete a self-paced, online training and an annual refresher
* CACs are employed by their organization, but receive and need to maintain training and certification from MassHealth and the Health Connector

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## Benefits and Responsibility of Becoming a CAC or CAC Organization

Responsibilities

1. Work or volunteer for a CAC organization that has partnered with MassHealth and the Massachusetts Health Connector
2. Complete initial CAC training, maintain CAC status, as well as yearly recertification
3. Be willing and able to not turn away any individual who comes to them seeking assistance, including individuals who are not previous clients but have sought assistance

Benefits

1. Once a CAC organization, you can designate anyone else in your org go become a CAC
2. You will be prepared to help individuals complete an application or renewal
3. You will have access to certain MassHealth and Health Connector systems to be able to see the status of applications and renewals

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## Responsibilities of CACs

CACs DO:

* Provide information about the full range of health care coverage options and programs offered by MassHealth and the Health Connector
* Help individuals complete and submit applications or renewals
* Work with individuals to provide required documentation when applying for or renewing coverage
* Interact with MassHealth and the Health Connector on the status of applications and renewals
* Help to facilitate enrollment into health care programs

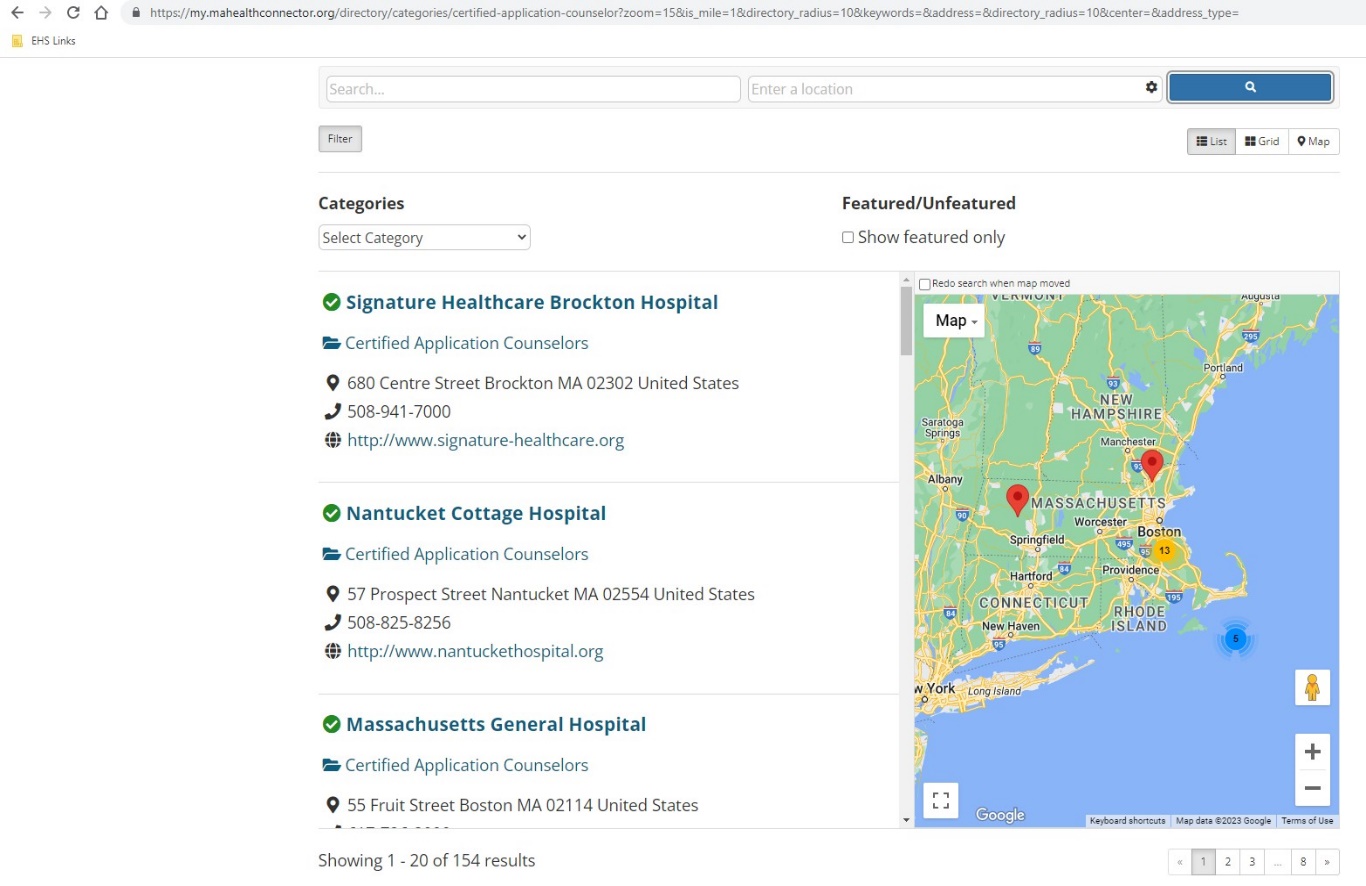
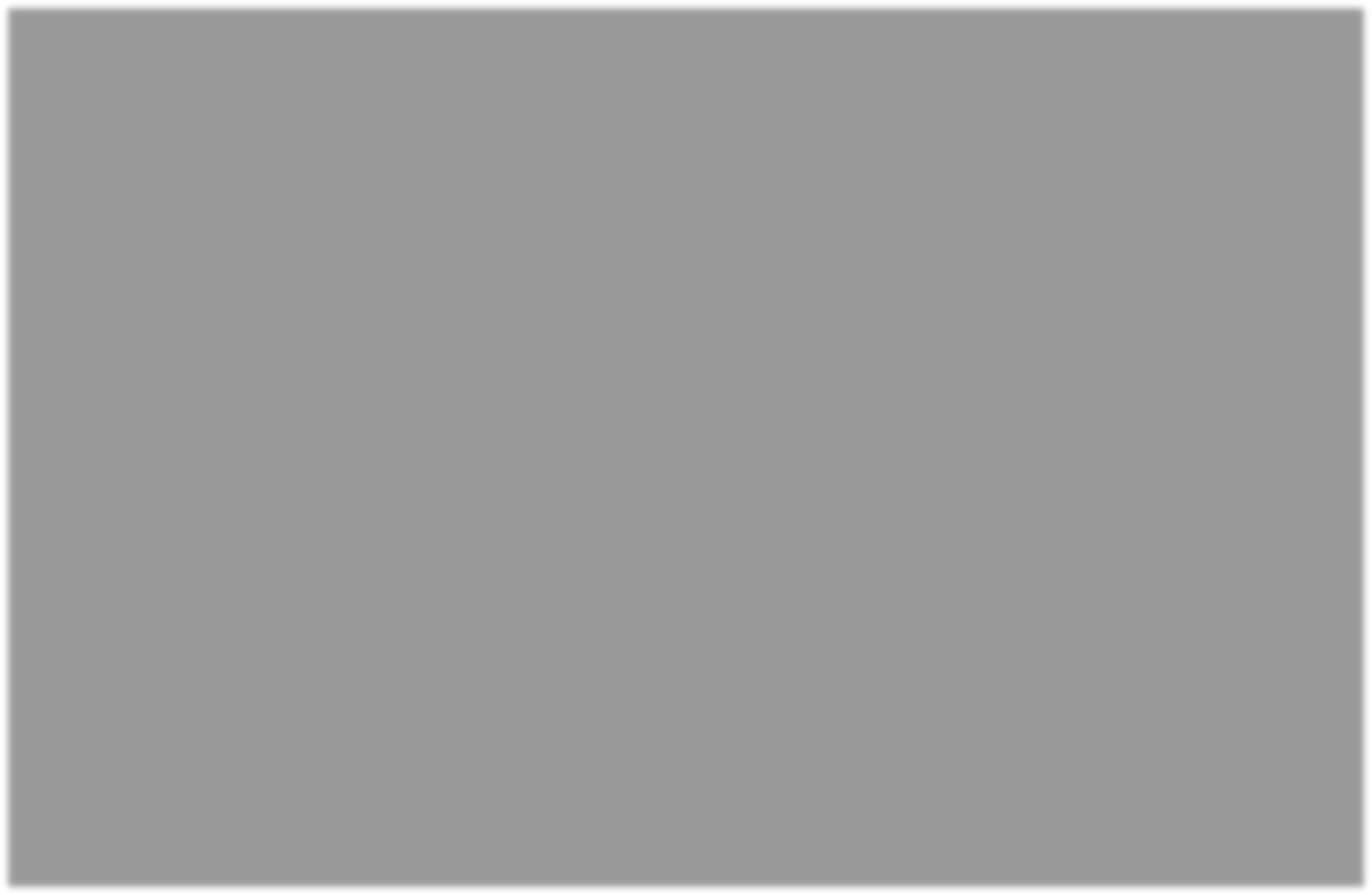
CACs DO NOT:

* Make decisions about whether individuals are eligible for any public health insurance program
* Assist with private health insurance
* Get paid by MassHealth for their work as CACs
* Charge for services they provide as a CAC

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## How People Find CACs

Individuals can find a Certified Assister close to them by using the Find Local Help tool at [mahealthconnector.org/](https://www.mahealthconnector.org/)



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## Questions?

If you are interested in having your organization join the CAC Program, please email <mailto:mahealthconnectortraining@massmail.state.ma.us>

1. Health plans and health insurance companies cannot become CAC organizations [↑](#footnote-ref-1)