



[Designated Recipient Fragment]

[Address Line 1]

[City, State Zipcode]

Notice ID: [New Sequential Notice ID] / [Template ID]

SSN: [Recipient SSN]

Dear [Salutation Name],

MassHealth Community-Based Services

➤ **Name:** [Member Name], **Member ID:** [Member MMIS ID], **Date of Birth:** [Member DOB]

They do not qualify for the following reason(s):

- You can still call us to get help enrolling in Medicare. If you call the Medicare Enrollment Project Hotline at (877) 935-1280 and apply for Medicare, you may qualify for MassHealth again.

If you've taken steps to apply for and enroll in Medicare through your local Social Security office, call the Medicare Enrollment Project Hotline at (877) 935-1280.

You must report changes. How can you give us information?

You must report any change in your information to MassHealth as soon as possible, but **no later than 10 days**, from the date of the change. This includes any changes to your income, address, phone number, family size, job, or health insurance.

You can give us information in the following ways.



Mail: Commonwealth of Massachusetts
PO Box 4405
Taunton, MA 02780-0419



Fax: (857) 323-8300



Call: (800) 841-2900, TDD/TTY: 711



Make an Appointment: Visit our website to schedule an appointment with a MassHealth representative at: www.mass.gov/masshealth/appointment.



In person: Call MassHealth Customer Service to find a MassHealth Enrollment Center (MEC) near you. You can also find a list of MEC addresses in the *Senior Guide to Health Care Coverage*. Call us or go to www.mass.gov/lists/masshealth-member-guides-and-handbooks to get a copy.

What else do you need to know?

The *Senior Guide to Health Care Coverage* explains income rules, premiums and covered services for MassHealth. To get a copy, call us at (800) 841-2900, TDD/TTY: 711 or go to www.mass.gov/masshealth-member-library.

MassHealth Disability Accommodation Ombudsman

MassHealth has an ombudsman to help members and applicants with disabilities get the accommodations they need. This office can also help you by:

- explaining MassHealth processes and requirements, and
- helping you fill out forms over the telephone.

MassHealth Disability Accommodation Ombudsman
100 Hancock Street 1st Floor
Quincy, MA 02171
Phone: (617) 847-3468 TTY: (617) 847-3788
Email: ADAAccommodations@state.ma.us

What if you do not agree with our decision?

You can ask for a fair hearing if you do not agree with our decision.

- Read ***How to Ask for a Fair Hearing*** on the following pages.

MyServices

MyServices is a mobile app and online portal that provides easy access to helpful information for members and applicants. There, you can find things like eligibility status, MassHealth enrollment, alerts about important events and actions you need to take, and more. **MyServices** allows members and applicants to review eligibility notices online that MassHealth sent them. For more information, go to <https://myservices.mass.gov>.

What if you have questions?

If you have questions or need more information, go to www.mass.gov/masshealth or call us at (800) 841-2900, TDD/TTY: 711.

Thank you.

MassHealth