**You can get this information large print and braille.** Call **1-800-841-2900** from Monday to Friday, 8:00 A.M. to 5:00 P.M. **TTY**: 711

## վորժերիուՄՄ-լՄՄ-լոգեՄԱՄ-լԱԵգեր-ՄՄ-իվ-վեգՄ



[Recipient Name]

[Designated Recipient Fragment]

[Organization Name]

[Address Line 1]

[Address Line 2]

[City, State Zipcode]

Date: [Notice Creation Date]

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

Member ID: [Recipient MMIS ID]

SSN: [Recipient SSN]

## [ARD/PSI/NAV Subject line Fragment]

Dear [Salutation Name],

**Important!** This notice tells you about your eligibility for certain health-care benefits. Please read the whole notice to find out about your health-care benefits.

#### **MassHealth Community-Based Services**

MassHealth is ending coverage for the following MassHealth member because of the reasons listed below.

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

This coverage is ending on [Coverage End Date].

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

You didn't apply for health insurance that's available to you at no cost from Medicare (See MassHealth regulations at 130 CMR 517.008).

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

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

Make an Visit our website to schedule an appointment with a MassHealth Appointment: representative at: <a href="https://www.mass.gov/masshealth/appointment">www.mass.gov/masshealth/appointment</a>.

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

(857) 323-8300

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 <a href="https://www.mass.gov/masshealth-member-library">www.mass.gov/masshealth-member-library</a>.

#### 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: <a href="mailto:ADAAccommodations@state.ma.us">ADAAccommodations@state.ma.us</a>

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 <a href="https://myservices.mass.gov">https://myservices.mass.gov</a>.

# What if you have questions?

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

Thank you.

MassHealth