



## Q&A from Informational Webinar on MassHealth Redeterminations for Kids and Families

*This document contains questions that were raised by attendees of a MassHealth webinar focused on information specifically relevant for MassHealth children or parents of children on MassHealth with a redetermination in the upcoming year. The recorded webinar is available [here](#) and you can find more information and helpful resources at [www.mass.gov/masshealthrenew](http://www.mass.gov/masshealthrenew).*

**Event Date & Time: March 23, 2023**

### **1. Not every member will get a blue envelope. How will they know if they should be looking for one or not?**

- MassHealth renewals are taking place over the course of 12 months, so a member's blue envelope may not have been sent yet. If a member has not gotten a blue envelope in the mail, it may also be because MassHealth was able to renew them automatically and does not need any information from them. If MassHealth is able to auto-renew a member's coverage, they may receive an auto-renewal notice from MassHealth in a white envelope telling them that their coverage has been renewed with no further action needed.
- Regardless of the status of a member's blue envelope, remember that members should **always** read and, if needed, respond to all mail from the Commonwealth of Massachusetts to make sure that they do not miss any important information about their health coverage.
- Most members under the age of 65 have the following options:
  - Members under 65 with a MA Login Account can check their account which will list the following information:
    - A banner that notifies them if they have a renewal in progress or if they have an expired renewal.
    - Their next scheduled renewal date. Members should note that their listed renewal date in their MA Login Account may change.
  - Members also have the option to contact MassHealth Customer Service at (800)-841-2900 (TDD/TTY: 711) and ask an agent when their next renewal is scheduled or hear whether they have been automatically renewed.
  - Finally, members can get help from a Certified Application Counselor or Navigator to find out when their next renewal is scheduled or if they have a renewal in progress. Go online to find the nearest organization at <https://my.mahealthconnector.org/enrollment-assisters>.
- Most members over 65 years old or of any age receiving nursing facility care or in home and community-based services (HCBS) waivers have the following options:
  - Members can call MassHealth Customer Service at (800)-841-2900, TDD/TTY: 711 and ask an agent when their next renewal is scheduled or if they have a renewal in progress. Agents may not be able to inform members when their next renewal is scheduled if their coverage was protected while the continuous coverage requirements were in effect.

- Members can get phone, virtual, or in-person assistance from the MassHealth Enrollment Centers (MECs) to learn when their next renewal is scheduled, if they have a renewal in progress, or if they have been auto-renewed. We recommend that members schedule an appointment ahead of time at [www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative](http://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative). Appointments can be via phone, virtual, or (starting in July) in-person. There are 7 MECs across the State – find the nearest one online at <https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs>.

**2. How can a member check whether their renewal process is active/if a renewal envelope was sent to them? Will online MassHealth accounts show whether a renewal envelope has been sent? Would this be verifiable through a health care provider or a Certified Application Counselor (CAC)?**

- Members under 65 with a MA Login Account can check their account to see if a blue envelope has been sent to them. If they have an outstanding renewal and a blue envelope has been sent to them, they will see a banner in their online account indicating that they have a renewal in process.
- Members over 65 or those who do not have a MA Login Account can contact MassHealth Customer Service to check this information.

**3. Will MassHealth be hosting in-person events to assist members with the renewal process? Will these events have translators?**

- MassHealth is pursuing several avenues to assist members in the community with renewals, including those who are immigrants, refugees, or non-English speaking. Through its partnership with Health Care For All, MassHealth is partnering with several community based organizations (CBOs) that support these populations. These CBOs will provide enrollment assistance via office hours and live events. Additionally, MassHealth is partnering with the Health Connector to build a team of Mobile Community Specialists who will travel to different community locations to help members with their renewals. MassHealth has also partnered with many Certified Assistance Counselor organizations in the community, many of which support immigrants and non-English speakers.
- MassHealth will offer in-person appointments at MassHealth Enrollment Centers beginning in July, where interpreters can join via a language line.

**4. If a member is determined no longer eligible for MassHealth after completing their renewal, do they enter a renewal reconsideration period?**

- The 90-day renewal reconsideration period applies if a member has been closed for failure to respond. If a member is closed because they did respond but then were deemed ineligible, and they disagree with this action taken by MassHealth, then they have the right to appeal and ask for a hearing before an impartial hearing officer. Appeals can be submitted to the MassHealth Board of Fair Hearings, and more

information can be found here: [www.mass.gov/how-to/how-to-appeal-a-masshealth-decision](http://www.mass.gov/how-to/how-to-appeal-a-masshealth-decision).

**5. What happens if a Head of Household (HOH) is 65+, and a member of the household is under 19?**

- The HOH will receive a blue envelope for the entire household and should follow instructions included in the notice. The HOH will have to complete an ACA-3 application if they are the parent/caretaker of a child under age 19.

**6. How can members check if they have been automatically renewed?**

- Most members under 65 years old:
  - **Mail from MassHealth:** Most members may receive a white automatic renewal envelope in the mail if they are automatically renewed. Some members, however, such as those who receive SSI, will not receive a notice.
  - **Online:** Members can log in to their MA Login account ([www.mahix.org/individual](http://www.mahix.org/individual)) to see the date of their next renewal. If the date is ~12 months in the future, the member likely does not need to take additional action this renewal cycle.
  - **Phone:** Members can call MassHealth Customer Service at (800)-841-2900, TDD/TTY: 711 and ask an agent if they have been automatically renewed.
  - **In Person:** Members can get phone, virtual, or in-person assistance from the MassHealth Enrollment Centers (MECs) to learn if they have been automatically renewed. We recommend that members schedule an appointment ahead of time at [www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative](http://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative). Appointments can be via phone, virtual, or (starting in July) in-person. There are 7 MECs across the State – find the nearest one online at <https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs>.
- Most members over 65 years old or of any age receiving nursing facility care or in HCBS waivers
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**7. If a parent just signed their child up for MassHealth within the month of March, will they have to do a renewal?**

- In most cases, the child's renewal will be about 12 months after their enrollment month.

- 8. When renewing online, which section of the website should people be directed towards? Is there a video walkthrough of how to reenroll on MA HIX?**
  - A member can go to <https://www.mahealthconnector.org/>, or use the individualized link provided in their renewal notice.
- 9. What happens if the 45-day period has passed, and the family has not completed the redetermination process?**
  - Members who do not respond to a renewal within 45 days may be downgraded or lose coverage. However, MassHealth has a 90-day reconsideration period for non-response. During the reconsideration period, a member who has been closed for failure to respond can contact MassHealth to complete their renewal and will be reinstated to the day that they were closed, as long as they contact MassHealth within 90-days of their MassHealth coverage terminating.
- 10. If a person or family is experiencing homelessness and does not have a physical mailing address, will they be able to go online and complete the necessary documentation?**
  - Members younger than 65: If a member is 64 and younger, an MA Login account is the fastest way to update information for their household and review the address where the renewal will be sent and the expected next renewal date. If the member does not have an account, they can create one now.
  - Members 65 and older: Members 65 and older can't create an MA Login Account at this time. The individual should call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711 to confirm the address on file and inform MassHealth that they are experiencing homelessness.
- 11. Can a member check to see if they have been automatically renewed, or check to see when they will receive their renewal notice?**
  - Members under 65 with a MA Login Account can check their account to see if a blue envelope has been sent to them. If they have an outstanding renewal and a blue envelope has been sent to them, they will see a banner in their online account indicating that they have a renewal in process.
  - Members over 65 or those who do not have a MA Login Account can contact MassHealth Customer Service to check this information.
- 12. Can they make an online account now if they haven't already?**
  - Yes. There are step-by-step instructions on how to make an MA Login account in the [Mass Health Renewal Guide](#).
- 13. How can someone identify and contact their local Certified Application Counselor (CAC)?**
  - Members can go to <https://my.mahealthconnector.org/enrollment-assisters> to find their nearest CAC. Organizations with CACs are also listed in the [Mass Health Renewal Guide](#) on page 28.

**14. Is there an estimate of how many children and families are likely to have to complete a renewal?**

- Most families will be required to complete a renewal.
- Families who need to complete a renewal will receive a blue envelope when they are selected for renewal.

**15. If the reconsideration period is intended for members who did not respond and not for members who were terminated due to ineligibility, what is the process for members to contest their ineligibility? Would this be through the appeals process?**

- The 90-day renewal reconsideration period applies if a member has been closed for failure to respond. If a member is closed because they did respond but then were deemed ineligible, and they disagree with this action taken by MassHealth, they have the right to appeal and ask for a hearing before an impartial hearing officer. Appeals can be submitted to the MassHealth Board of Fair Hearings, and more information can be found here: [www.mass.gov/how-to/how-to-appeal-a-masshealth-decision](http://www.mass.gov/how-to/how-to-appeal-a-masshealth-decision).

**16. If a member does not respond to the initial renewal notice, do they receive a Request for Information (RFI)?**

- No, if a MassHealth member does not respond to a renewal notice they will lose coverage or be downgraded. A RFI will only be issued if a member responds to a renewal notice, but MassHealth still needs more information from the member.

**17. You mentioned “downgrading” someone’s coverage. What does this mean?**

- A downgrade in coverage means that a member's level of coverage would change, and their insurance might cover less services. An example of this is a member transitioning from MassHealth Standard to MassHealth Limited.

**18. In the toolkit there are posters and flyers in English, and it states that other languages will be available. Could you provide the link for the posters/flyers in other languages?**

- Yes, you can access the flyers in 9 languages here: <https://www.mass.gov/info-details/redeterminations-outreach-toolkit-phase-2>.

**19. Does MassHealth have estimates of current enrollees that will not be eligible due to lack of response OR no longer meet financial criteria and will be insured by the connector or commercially?**

- MassHealth estimates that its total caseload will decrease by approximately 300,000 members from start to finish.
- This estimate includes the expectation that approximately 500,000 members leave MassHealth while approximately 200,000 join MassHealth.
- The public redeterminations dashboard that will be posted on Mass.gov in late May will include information about the top reasons for departure from MassHealth.