



Q&A from Informational Webinar on MassHealth Redeterminations for Members Experiencing Homelessness

Event Date & Time: March 22, 2023, 3:30-4:30 PM EST (US & Canada)

This document contains questions that were raised by attendees of a MassHealth webinar focused on how providers serving members experiencing homelessness can support members with redeterminations in the upcoming year. The recorded webinar is available at [MassHealth Redeterminations Webinars and Videos](#) and you can find more information and helpful resources at www.mass.gov/masshealthrenew.

What should a shelter do if they receive a blue envelope for an individual who they are no longer in contact with?

- The shelter should write “return to sender” on the envelope and place it in a mailbox or take it to the post office. When MassHealth receives the returned mail, it will trigger additional outreach efforts to the member.
- However, if the shelter thinks that there is a chance that the individual might return to the shelter within the next 10 days, the shelter can keep the unopened envelope in a secure place for up to 10 days.
 - If the member returns while the shelter still has the envelope, the shelter should give the envelope to the member and offer to connect them with resources to help complete their renewal.
 - If the shelter does come into contact with that member after returning the blue envelope, the shelter should help them to contact MassHealth right away because they may have lost or may be at risk of losing their coverage.

How are households treated under auto-renewals? Will all household members be auto-renewed if one household member is enrolled in a qualifying benefit program such as DTA or SSI?

- When a household has member(s) enrolled in a qualifying benefit program such as DTA or SSI, this does not affect whether other members of the household will be auto-renewed.
- If there is anyone in the household who MassHealth is not able to auto-renew, a blue envelope will be sent to the head of household, and they will need to take action to renew any members of the household who were not auto-renewed.
- Please note that some members enrolled in qualifying benefit programs may not be auto-renewed and will need to go through the renewal process.