

Q&A from Informational Webinar on Supporting Members with Disabilities with MassHealth Renewals

This document contains questions that were raised by attendees of a MassHealth webinar focused on information specifically to MassHealth members with disabilities with renewals 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.

Event Date: March 27, 2023

- 1. If you have an Authorized Representative Designation (ARD) form, will the blue envelope be sent to the Representative Payee, given that the form was filled out as a representative payee (e.g., an agency)?**
 - The blue envelope will be sent to anyone that is on the member's file as an ARD. If the Representative Payee is referenced in the ARD form, the renewal form will be sent to them.
- 2. How long is a Permission to Share Information (PSI) form effective for?**
 - PSIs are effective for either 12 months or until the date written on the PSI form. The date written on the form can either be longer or shorter than 12 months. If no date is written on the form, the PSI will expire after 12 months.
- 3. If I am an Authorized Representative Designee (ARD) for multiple members, how can I update their addresses online?**
 - Please call MassHealth Customer Service at (800) 841-2900 if you are unable to update information online for any of the members you represent as an ARD.
- 4. I have been told before that I would receive a blue envelope, and I have never received one. Most recently, I got a letter saying we would need to pay a premium monthly starting in February but never received anything notifying me of a renewal requirement. Has anyone else had that issue or have you heard of that issue from anyone else as well?**
 - There are a few reasons why you may have not received your blue envelope:
 - Whoever told you that you would receive a blue envelope may have meant that as an indication that you will receive a blue envelope at some point between April 2023 and April 2024.
 - If you receive MassHealth through another agency, this also may be why you have not received a blue envelope. Members who receive their eligibility through a different government agency may be automatically renewed this year, as they have been in previous years. These members include:

- Members receiving Supplemental Security Income (SSI) through the U.S. Social Security Administration (SSA) because they are 65 and older and have limited income/resources
 - Members receiving SSI through SSA because they are disabled and have limited income/resources
 - Members receiving TANF (Temporary Assistance of Needy Families) through the Department of Transitional Assistance (DTA)
 - Members who are currently or formerly in the custody of the Department of Children & Families (DCF) who are:
 - Ages 0-18
 - Ages 18-22 and adopted (previously in DCF custody)
 - Ages 18-26 and not adopted (former foster youth)
 - Children and youth in custody of the Department of Youth Services (DYS)
- MassHealth renewals are taking place over the course of 12 months, so your blue envelope may not have been sent yet. If you have not gotten a blue envelope in the mail, it may also be because MassHealth was able to renew you automatically and does not need any information from you.
 - If you are concerned, please call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711.