

Date: «Month DD, YYYY»

«FIRSTNAME»«LASTNAME»
«STREET 1» «STREET 2»
«CITY», «STATE» «ZIP»

Dear «FIRSTNAME» «LASTNAME»,

We're writing to remind you that you will be transitioned from «PLAN_NAME» Senior Care Options (SCO) plan to MassHealth fee-for-service on January 1, 2026. Due to changes in SCO enrollment rules, beginning January 1, 2026, all SCO enrollees must have both Medicare Parts A and B to be enrolled in a SCO plan. According to our records, you don't currently meet these enrollment requirements.

What does this mean for me?

- On January 1, 2026, you'll no longer be enrolled in your «PLAN_NAME» SCO plan.
- **You'll keep your MassHealth coverage.** This means that MassHealth fee-for-service will pay for your covered health care and prescription drugs, starting January 1, 2026.

What do you need to do?

1. Notify your health care providers.

- Tell all your doctors, specialists, durable medical equipment providers, and pharmacies that your coverage is changing to MassHealth fee-for-service on January 1, 2026. Make sure to tell them your MassHealth ID number.

2. Make sure that you can get your same services through MassHealth fee-for-service.

- Call your provider or the MassHealth Customer Service Center to make sure that your providers accept your MassHealth fee-for-service coverage.
- Call the MassHealth Customer Service Center if you receive mail-order medications. You may need to change your pharmacy to a MassHealth-enrolled pharmacy that also offers mail-order as an option.
- Watch for updates about services or medications that need approval (called prior authorizations). We plan to transfer these approvals to your new coverage by December 15, 2025. You and your provider may get a notice in the mail.
- If new approvals are needed, your doctor can help you submit them so that you can keep getting your services or medications.

- 3. Use your MassHealth card for health care services or prescriptions, starting January 1, 2026.**
 - If you don't have your card, you can still get services by providing your MassHealth ID number and a photo ID.
 - To request a new MassHealth card, call the MassHealth Customer Service Center.
 - If you're having trouble getting your medications, ask your pharmacist to contact the Drug Utilization Review Unit for an emergency override at (800) 745-7318.
- 4. Review the enclosed information to learn how to get transportation services and medical supplies under MassHealth fee-for-service.**

Whom should I call if I have questions or if I think I'm getting this notice in error?

- If MassHealth's records are incorrect and you are enrolled in Medicare, call your «PLAN_NAME» SCO plan.
- Call the **MassHealth Customer Service Center** Monday to Friday from 8:00 a.m. to 5:00 p.m. at (800) 841-2900, TDD/TTY: 711. Visit our website at www.mass.gov/info-details/2026-sco-eligibility-changes for more information.
- Call your local **Aging Services Access Point** (ASAP) to learn about programs and services designed specifically to support adults. Call 800-AGE-INFO/(800) 243-4636 for help finding your local ASAP or visit mass.gov/info-details/find-your-regional-aging-services-access-point-asap to see a full list of agencies across Massachusetts.

If you disagree with this decision because you are enrolled in Medicare Parts A and B, please call MassHealth immediately. You can also appeal the disenrollment decision to the Board of Hearings. To file an appeal, use the enclosed **Fair Hearing Request Form**.

We're here to help you with these changes.

Sincerely,

MassHealth