



Date: [Month DD, YYYY]

[FIRSTNAME] [LASTNAME]
[STREET1] [STREET2]
[CITY], [STATE] [ZIP]

Dear [FIRSTNAME] [LASTNAME],

We're writing to let you know that you will be transitioned from [PLAN_NAME] Senior Care Options (SCO) plan to MassHealth fee-for-service as of 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 do not currently meet these enrollment requirements.

What does this mean for me?

- On January 1, 2026, you will no longer be enrolled in your [PLAN_NAME] SCO plan.
- **You will 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.
- **Your benefits could change.** Some of the additional community-based support services, dental and vision services, and care coordination offered through your SCO plan may not be available through MassHealth fee-for-service.

Will I be able to keep my current providers?

- You can call the MassHealth Customer Service Center to make sure your providers are available through MassHealth.

Whom should I call if I have questions or if I think I am receiving this notice in error?

1. If MassHealth's records are incorrect and you are enrolled in Medicare, call your [PLAN_NAME] SCO plan.
2. 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.
3. Call your local **Aging Services Access Point (ASAP)** to learn about programs and services designed specifically to support adults. Call 800-AGE-INFO 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.

We're here to help you with these changes.

Sincerely,

MassHealth