

We want to share some important changes that are effective immediately:

- Signature pages for Common Intake applications can now be faxed rather than mailed
- New and modified questions on the Common Intake application
- A change to the Documents area of My Account Page (MAP)
- Streamlined Renewal (Commonwealth Care Online Eligibility Review (ERV)) is no longer available in My Account Page

Signature Pages: Good news! Signature pages associated with online Common Intake applications are now accepted via fax! Pages associated with the Common Intake application that require a signature can now be faxed to the fax number indicated on the MassHealth Fax Cover Sheet that is generated with each online application. This includes the Application Signature page, Eligibility Representative Designation form (ERD), Absent Parent form, Permission to Share (PSI) form and the Personal Care Attendant Supplement.

This change should make the application process easier for you because now you can fax signature pages at the same time you fax verifications. Please note that the signature pages *should* be faxed within 3 business days. The appropriate fax number prints right on the automated fax coversheet that is generated with each Common Intake application. Instructions for the MassHealth Fax Coversheet can be [found online](#).

Please note: If you have already mailed (via US Mail) the signature pages for an application, do not fax them. Duplicates of signature pages—or any documentation—can increase processing time and could delay determination. Also, feel free to retain the original, signed copy for your records if you wish.

New/Modified Questions: We've added a few new questions and updated one question on the Common Intake application. Here's what you will see:

- *Cellular Telephone and E-mail fields* have been added to the Head of Household page (these are not 'Required' fields)
- *Support Services and Special Circumstances* have been added to the bottom of the Personal Information page. While not 'Required' fields, completing them greatly assists MassHealth in communicating with the applicant.
- *Armed Services Insurance Access Information* includes one additional 'Required' question regarding military service/dependent status.

Changes in My Account Page: We've updated the Documents section to make it easier to use:

- Renamed to "Documents Received"
- Shows only the information that is relevant to Providers and Consumers: Who, Status, and Date Received

Streamlined Renewals in My Account Page update: As part of upcoming changes for National Healthcare Reform, online renewal (Commonwealth Care Online Review) through My Account Page is being discontinued. Please remind members that may have used this online renewal process in the past that they should watch for their renewal packet (ERV) in the mail (US Mail).