

MassHealth Updates

Massachusetts Health Care Training Forum
October 2015



MassHealth Updates

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MassHealth and Managed Care

MassHealth and Managed Care

- Generally, a member who is younger than 65 and does not have other health insurance must enroll in MassHealth Managed Care
- Managed Care Enrollment is required for members approved for:
 - MassHealth Standard,
 - MassHealth CommonHealth,
 - MassHealth Family Assistance, or
 - MassHealth CarePlus
- MassHealth members who are in the care or custody of the Department of Children and Families or the Department of Youth Services can voluntarily enroll with a health plan
- Choices for enrollment are either with a Managed Care Organization (MCO) or with a Primary Care Physician (PCC)

MassHealth and Managed Care (cont.)

- MassHealth members who are exempt from enrolling in MassHealth managed care:
 - Are over age 65
 - Are residing in an institution
 - Have other comprehensive health insurance
 - Have been determined eligible for MassHealth Limited coverage
 - Have presumptive or time-limited eligibility
 - Are receiving hospice care

* See MassHealth regulation 130 CMR 508.004 for a detailed list of MassHealth Managed Care exemptions

MassHealth and Managed Care New Online Enrollment Feature

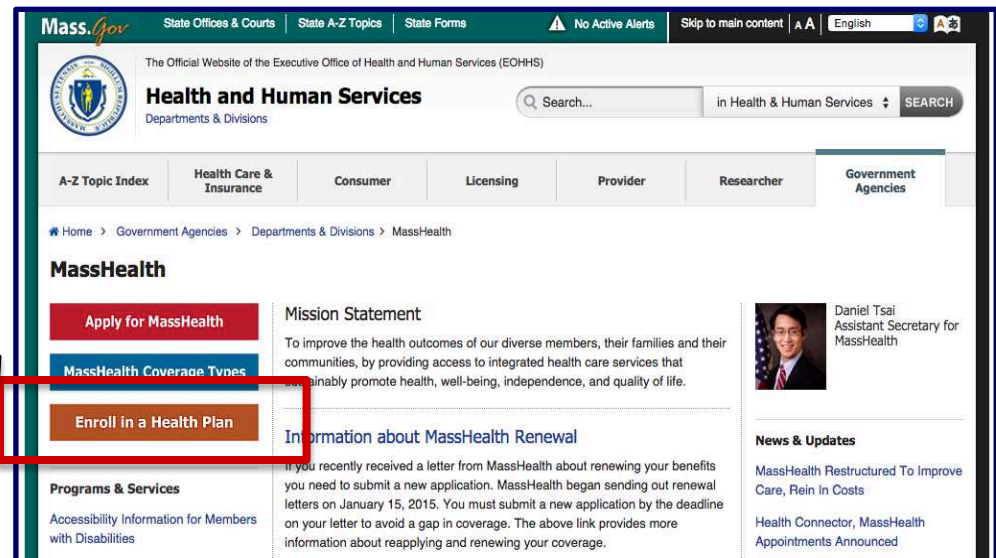
- MassHealth eligible members can now enroll in a health plan online if they:
 - Recently became eligible for MassHealth;
 - Are eligible to re-enroll in a health plan;
 - Were enrolled with a health plan or a primary care provider that is no longer available through MassHealth; or
 - Are currently enrolled in a MassHealth plan and want to change their Managed Care plan.

MassHealth and Managed Care New Online Enrollment Feature

- The fastest way to enroll in a health plan is online at <https://mass.gov/masshealth>

- The member also has the option to printout, complete, submit a paper form.

- The new feature “Enroll in a Health Plan” is on the front page of the MassHealth website.



- Members may receive an enrollment packet in the mail. If they enroll online or by submitting the paper form, they do not have to enroll again

Residency Verification Clarification

- An affidavit to verify residency does not have to be notarized.
- If a residency verification cannot be done through a data match, then a paper verification will be needed and a Request for Information (RFI) notice will be sent.
 - The RFI still asks for a notarized statement; however, MassHealth policy states that notarization is not necessary.
 - The notice was designed at a time when it was believed that these statements had to be notarized, and a process is currently in place for correcting the RFI notice.
- A full list of acceptable residency verifications can be found in the MassHealth regulations at 130 CMR 503.002 (F)

Where to Send Completed Paper Applications

- Mail or fax completed subsidized applications to:
Health Insurance Processing Center
P.O. Box 4405
Taunton, MA 02780
FAX: 857-323-8300
- Mail or fax completed SACA-2 applications to:
Central Processing Unit
P.O. Box 290794
Charlestown, MA 02129-0214
FAX: 617-887-8799

* Fax # has been added to SACA revision

Overview of 2015 MassHealth Renewals

Federal Renewal Requirements

- Federal law requires MassHealth to renew member eligibility every 12 months. Through this process MassHealth ensures eligible members receive benefits.
 - MassHealth suspended renewals in fall of 2013 due to systems issue.
 - Renewals resumed in January 2015 for our MAGI populations.
- Under the ACA, MassHealth is required to use Modified Adjusted Gross Income (MAGI) methodologies to review and re-determine benefits for members under age 65
 - This accounts for roughly 1.2M MassHealth members (approximately 735K households)
 - These members will need to complete a new application through the new HIX system at MAhealthconnector.org
- Traditional populations including elders and members in the Home and Community Based Waiver (HCBW) are not subject to MAGI and will continue to be renewed on their due dates

MassHealth Renewals Completed in 2015

Overview of responses


Total members undergoing redetermination	503,286
Members who have responded	80%
Members who didn't respond by 7/31/2015	20%

Status of applications processed

Total application processed	360,648
Eligible for MassHealth	83%
Not eligible for MassHealth - Health Connector subsidized, unsubsidized care, and other	17%

MassHealth Renewal Reminder Notices

- On August 1st selected households were outreached and informed that they needed to complete a new application in order to renew their benefits
- This group included:
 - disabled adults with incomes $\leq 133\%$ FPL,
 - disabled children at all income levels, and
 - individuals with expired SSI,
 - Households were told to apply through the HIX by September 15, 2015.
- On Friday, October 2nd and Monday, October 5th, MassHealth sent reminder letters to those individuals who had not yet responded. They must submit a new application **by October 16, 2015.**



PACA-RMND *000002*
ATT GAVIN
1 MAIN
ROCKPORT MA 01966

ATT GAVIN,

IMPORTANT! As of the date of this letter, our records show that you or someone in your household has missed the due date for sending us a renewal application. Your health benefits depend on you submitting a renewal application.

We sent you a letter in August to renew your benefits. We have extended the due date in that letter to October 16, 2015 for you to send in the renewal application to find out if you can still get health care through MassHealth, the Commonwealth's Medical Security Plan (CMSP), or Health Safety Net (HSN).

If you do not submit your renewal application by October 16, 2015 you and your family members will lose MassHealth benefits.

What do I need to do?

You need to fill out a renewal application to find out if you can keep getting MassHealth, CMSP, or HSN for you and members of your family.

Send it to us using the directions below.

You will get another letter from us to let you know if you still qualify for health benefits.

How do I submit the renewal application?

You can do this four different ways:

Fill out an application online. The fastest way to submit a renewal application is online through our website at MAhealthconnector.org. You must create a new account if you do not have one already. Then you can complete the application online. Applying online is the only way to get a real-time, automatic decision to see if you qualify.

Remaining MassHealth Renewals for 2015

- The following MassHealth households were outreached for renewal:
 - MassHealth Standard/ Family Assistance/ CarePlus who have not yet been reviewed (**notice mailed on 9-1-2015; due 10-16-2015**)
 - Expired TMA and MAOA (**notice mailed on 9-1-2015; due 10-16-2015**)
 - Premium Assistance (**notice mailed on 10-1-2015; due 11-15-2015**)
- All households were sent a renewal application notice and given 45 days to reapply. If they fail to reapply, they will be sent a termination notice and their benefits will end within 14 days.
- MassHealth Limited/HSN (Health Safety Net) and the remaining disabled members (including CommonHealth) who cannot be determined through the HIX will not be outreached for renewal until early 2016.

MassHealth Outreach Enrollment Assisters

- MassHealth and the Health Connector train enrollment assisters throughout the Commonwealth to provide free in-person assistance to anyone needing to submit an application. Our assister community includes:
 - Almost 1,600 trained Certified Application Counselors (CACs) from 170 organizations, including nearly all hospital and Community Health Centers
 - Trained Navigators from 14 organizations
- Each renewal letter will encourage members, if assistance is needed, to locate and schedule appointments with an Enrollment Assister in their area
- To locate available assisters visit <http://betterhealthconnector.com/enrollment-assisters>
 - Use this website to input an address or zip code to locate assisters in the area

MassHealth Outreach Renewal Walk-In Events Update

- MassHealth will continue to partner with local Community Health Centers (CHCs) and other community groups to host renewal walk-in events
- In September there were 5 renewal walk-in events in Dorchester, Lawrence, East Boston, Brockton, and Holyoke
- Future renewal walk-in events are being planned
- MassHealth will have information on the website regarding these upcoming renewal events when plans are finalized

MassHealth Renewals in 2016 and Ongoing

MassHealth Renewals in 2016 and Beyond

- After MassHealth members have transitioned to the new HIX system, they will be subject to a review of their benefits every year.
- If MassHealth is able to automatically renew benefits based on information on file and from data sources, a notice will be sent outlining our basis for renewal
 - Members will not need to respond unless they have changes to report
- MassHealth members who are not able to be automatically renewed will be sent a pre-populated review form which must be responded to within 45 days
 - Members will be able to renew online, over the phone, by fax, by mail, or in person

Thank you

Questions?