MTF April 2020 Meeting
MassHealth Updates Presentation Transcription

Introduction

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PowerPoint for this presentation can be found on the MTF website www.masshealthmtf.org. Click: Meeting Information tab at the top, then Meeting Presentations, then April 2020 Meeting Materials, and the first presentation on the left-hand side is the MassHealth presentation.

Slide 1: Important!
Thank you everyone for joining us for today's MTF virtual meeting. We'll be walking you through this presentation highlighting MassHealth's ongoing efforts related to COVID-19 and how that relates to our applicants and member community.

Slide 2: Agenda
COVID-19 Information and Program Updates
- MassHealth COVID-19 Response
- MassHealth Self-Attestation for Eligibility Factors
- Hospital-Determined Presumptive Eligibility (HPE) Extensions
- Long-Term Care Update
- MassHealth Hardship Waiver
- Tools and Resources

(Title slide) Slide 3: MassHealth COVID-19 Response

Slide 4: MassHealth COVID-19 Response: MEC Update
As you may be aware, to support the health and safety of our members and staff during the COVID-19 emergency our MassHealth Enrollment Centers will be closed for walk-in visitors until the Emergency is declared over.

For applicants seeking to apply for the ACA, the best way to apply is going online using our mahealthconnector.org application. This is an online application for members and applicants where they can create an account and move through the questions fairly quickly and get a real-time determination at completion. With the ACA application other options to complete and submit that application is by completing a paper application, sending it to the Health Insurance Processing Center in Taunton, and that application can also be faxed to MassHealth at: 1-857-323-8300. Applicants can also call MassHealth Customer Service at the main number at 1-800-841-2900 to complete an application over the phone. Another option is seeking out an Enrollment Assister. There are a number of Enrollment Assisters across the state able to support and help applicants through the ACA application, using the online application as well, and supporting troubleshooting with the application. To find an Enrollment Assister, information is available on the mahealthconnector.org site.

At the top of the website there will be information about how to find an Assister closest to the member or applicant. Be mindful that at this time, do call ahead and request an appointment with the Enrollment Assisters as they may be working remotely.

Slide 5: MassHealth COVID-19 Response
For those members seeking to apply for and using our SACA application for seniors, we do have a new fillable PDF available online on the MassHealth website. We provided a link for you on this slide. Applicants can complete the application and mail it to MassHealth at our Charlestown office. So, it's the MassHealth Enrollment Center Central Processing Unit, and that information is also available on this slide. That application can also be faxed to MassHealth at the (617) 887-8799 number. Those are the two options for this application to be sent to MassHealth. Also, applicants can seek an Enrollment Assister for support in completing this application. Please give the Enrollment Assister a call before going to their office as they may not be at their office location.

Slide 6: MassHealth COVID-19 Coverage Protection
MassHealth will protect coverage for all individuals who have Medicaid coverage as of March 18, 2020, and for all individuals newly approved for coverage during the COVID-19 outbreak national emergency, and through the end of the month in which such national emergency period ends. Which means members will not lose coverage or have a decrease in benefits during this time and through the end of the month in which the emergency period ends.

Slide 7: MassHealth COVID-19 Coverage Protection (cont.)
Coverage will only end if the individual requests termination of eligibility, the individual is no longer a resident of Massachusetts, or the individual is deceased.

For individuals who have received notices that their coverage is ending on or after March 18th, no change in coverage will occur and members don't need to send any paperwork. The system will assign cases of which members experience a termination of benefits in this instance and will be reinstated in their benefits. Members will receive an approval notice informing them of their MassHealth coverage if they're getting a different coverage or they were eligible for increased benefits. For individuals that do not already have health care coverage and are seeking coverage, they can apply for MassHealth or the Health Connector.

Slide 8: MAhealthconnector.org Online System
This slide provides a screen shot of the mahealthconnector.org online system. The online system questions are identical to the ACA application. This is the portal for that application noted in this slide. Here is a screenshot of the eligibility results page. There is a new banner message that was put up to help members and applicants understand their eligibility during this period. The banner message reads*: Important message: the screen may not reflect the coverage protection and effect for all individuals who have **MassHealth, Health Safety Net, and Children's Medical Security Plan coverage** as of March 18th, 2020 and for all individuals approved for coverage during the COVID-19 outbreak national emergency and for one month after the emergency period ends. Coverage will only end if an individual requests termination of eligibility or if they are no longer resident of the state, or if they are deceased.* That banner message does provide that alert to members and applicants.

Slide 9: MAhealthconnector.org Online System (cont.)
The system will update to pick up those members. If they reported a change, and the change resulted in a decrease of benefits or termination of benefits, the system will update nightly to retain a member in their previous coverage type. The members should go back to their online account to review their benefit in the

eligibility summary page. MassHealth members that will be protected through this process will not receive an eligibility notice.

(Title slide) Slide 10: MASSHEALTH SELF – ATTESTATION FOR ELIGIBILITY FACTORS
Extensions During COVID-19 Emergency
This is an extension during the COVID-19 emergency.

Slide 11: MassHealth COVID-19 Response: Self- Attestation
MassHealth will accept self-attestation during the COVID-19 outbreak national emergency and through the end of the month in which such national emergency period ends for verifications of: residency, disability, income, assets, pregnancy, breast and cervical cancer diagnosis and/or treatment, HIV status, relationship, and access to health insurance. Those are the eligibility factors that MassHealth will accept self-attestation for during the COVID-19 outbreak national emergency.

MassHealth will still use data matching to verify eligibility factors and Requests for Information (RFI) an RFI or VC-1 will be generated if we're unable to match information electronically. Self-attestation will only be accepted if we're unable to data match or if documentation is not readily accessible for an individual to submit.

Slide 12: MassHealth COVID-19 Response: Self-Attestation for Disability
Regarding self-attestation or disability, applicants and members indicating they have an injury, illness or disability may contact Disability Evaluation Services (DES) to expedite this decision process. DES will process disability self-attestation and members can contact them at the following phone number: 833-517-0250; the TTY number is: 866-693-1390.

Just wanted to quickly note we did send out a communication last night with the incorrect DES number and the communication will be resent shortly with the corrected number that I just mentioned. Be on the lookout for that communication.

Slide 13: MassHealth COVID-19 Response: Self- Attestation (cont.)
MassHealth **cannot accept self-attestation** during the COVID-19 outbreak national emergency and through the end of the month in which such national emergency period ends for verifications of citizenship and/or immigration status. Those are the two verifications that MassHealth cannot accept during this time.

MassHealth provides all applicants and members a reasonable opportunity period to provide satisfactory documentary evidence of citizenship or immigration status if our electronic data matches are unable to verify the applicant's citizenship or immigration status. Applicants or members who have made a good faith effort to resolve the inconsistencies or obtain verification of citizenship and identity for immigration status may receive a 90-day extension. Members and applicants must request that extension before the end of the RFI period.

Slide 14: MassHealth COVID-19 Response: Self- Attestation (cont.)
Self-attestation for clinical assessments necessary to establish eligibility **will not be accepted** at this time for the following programs: Home and Community Based Waiver Program; the Program of All-inclusive Care for the Elderly, that's the PACE program; and Nursing Facility Care, that's for long-term care. For those programs, we're not able to accept self-attestation for clinical assessments at this time.

Slide 15: How an Individual Can Self-Attest
You will be provided additional information. Individuals can self-attest eligibility factors through written attestation or provide a verbal attestation. For written attestation, a self-attestation form is available online off of the MassHealth website, specifically the MassHealth COVID for members and applicant pages. Individuals are not required to use this form, however if they're not using this form, they must provide the following information to MassHealth: the members name, the date, their signature, their social security number, or MassHealth ID number, and the information that they are self-attesting to. We do need that set of information from members or applicants if they will not be using the form that was created.

Slide 16: How an Individual Can Self-Attest (cont.)
For written self-attestation, that can be submitted at mahealthconnector.org. There is the document upload feature in the portal for both the members in the individual portal and for Assisters in the Assister Portal. Applicants and members with access to the online accounts may upload written self-attestation by using the document upload feature. Documents should be uploaded under the drop-down: ***MassHealth Self-attestation Form (SAF-CVD) and Retro Eligibility Request***. It's important that people are using the specific drop-down for the self-attestation document. The written self-attestation can also be submitted to MassHealth by a fax to our Health Insurance Processing Center at the following fax number: 857-323-8300; or it can be mailed to MassHealth to the Health Insurance Processing Center in Taunton.

Slide 17: How an Individual Can Self-Attest: MAhealthconnector.org
Here is a screen shot of what the document upload or where document upload is found in the mahealthconnector.org account. Just as a reminder, this account is for those members that completed an ACA application. This is an easy way for members and applicants to submit documents to MassHealth.

Slide 18: How an Individual Can Self-Attest (cont.)
Here is how members verbally self-attest. They can call MassHealth Customer Service at 800-841-2900 TTY: 800-497-4648 to self-attest to the eligibility factors.

It's important to note, following the emergency period, individuals that self-attest will be requested to submit documentation to verify any eligibility factors that they self-attested to. This is following the emergency period. Also, please be aware we are experiencing extremely high call volumes right now for our main number. Our members are on hold much longer than we'd like so we urge you and our members to try online tools, mailing, or faxing the self-attestation before calling us.

Slide 19: New Notice Insert
There is a new notice insert in our mailing. MassHealth notices have new COVID-19 inserts, specifically providing resources guidance and informing individuals of the ability to provide self-attestation for certain eligibility factors. As mentioned earlier, this is just to give those members additional information and resources.

(Title slide) Slide 20: HOSPITAL-DETERMINED PRESUMPTIVE ELIGIBILITY (HPE)
Extensions During COVID-19 Emergency

Slide 21: Hospital-Determined Presumptive Eligibility (HPE) Program
The ACA, or the Affordable Care Act, allows qualified hospitals to make presumptive eligibility determinations for certain individuals who appear to be eligible for Medicaid coverage.

It provides individuals access or improves individuals' access to MassHealth and necessary services by providing another channel to apply for coverage.

This is a temporary benefit, while it allows for immediate access to MassHealth coverage for eligible individuals. Coverage will be from the date of the HPE determination to the end of the month the determination was made. This ensures the hospitals will be reimbursed for services provided and provides individuals with an opportunity to be connected to long longer-term coverage options.

Slide 22: Hospital-Determined Presumptive Eligibility (HPE) Program (cont.)
Only individuals who are unable to complete a full ACA-3 application at the time that they seek MassHealth coverage may apply for HPE. If MassHealth receives a full ACA-3 application and an HPE application for the same individual on the same day, only the full ACA-3 application will be processed.

As a reminder to HPE CACs and Assisters, please do support members in completing a full application to maintain their coverage after the expiration of the HPE period. It's important that a full application is submitted for those members to retain MassHealth coverage.

Slide 23: HPE Extensions During COVID-19 Emergency (cont.)
Generally, MassHealth does not allow individuals to apply for HPE if they have been approved for MassHealth benefits through HPE within the past 12 months, or enrolled in MassHealth Standard, MassHealth CommonHealth, MassHealth CarePlus, or MassHealth Family Assistance within the previous 12 months. We are temporarily suspending these restrictions.

Slide 24: HPE Extensions During COVID-19 Emergency (cont.)
MassHealth has further expanded HPE to remove the restriction that an individual can only receive one HPE benefits every 12 months. This expansion will continue during the COVID-19 outbreak national emergency, and through the end of a month in which such national emergency period ends.

Individuals can apply for HPE at a participating qualified hospital. HPE determinations cannot be appealed. Applicants who are not eligible for HPE benefits should complete the full ACA-3 application.

(Title slide) Slide 25: LONG-TERM CARE UPDATE
Members Who Can't Return Home During COVID-19 Emergency

Slide 26: LTC Update -Members Unable to Return Home
Here's an update on long term care for those members who can't return home during COVID-19 emergency. MassHealth will extend eligibility if a member cannot be safely discharged due to COVID-19 or other concern for the duration of the quarantine or until the member can safely return to the community.

Although the member may no longer require a nursing facility level of care, the facility will be able to bill MassHealth and nursing facilities will be working with OLTSS program and the Integration Team.

(Title slide) Slide 27: MASSHEALTH PREMIUMS UPDATE

Slide 28: MassHealth Premium Update -Hardship Waivers
MassHealth will waive MassHealth premiums and/or premium balances to allow members to re-activate coverage following a termination due to a non-payment of premiums, for those who request a **hardship waiver**

for the duration of the COVID-19 national emergency period and through the end of the month in which this emergency period ends. Members who are eligible to receive premium bills will continue to be billed, however members will not be subject to non-payment of premium closures beginning on March 18th of 2020. Members whose benefits were ended for non-payment of premiums prior to March 18th should speak to the premium billing department to apply for a hardship waiver.

Slide 29: Appeals
Fair hearings during the COVID-19 outbreak national emergency, and through the end of the month in which such national emergency period ends, all appeals will be telephonic, and individuals will have up to 120 days instead of the standard 30 days to request a fair hearing for member eligibility-related concerns.

As far as the process for requesting appeals, that still remains the same. They need to contact the Board of Hearings. Information is available in members' notices.

Slide 30: MassHealth Waives Hospital Copayments During COVID Emergency
MassHealth waives hospital co-payments during COVID-19 emergency. Effective March 18, 2020, MassHealth has eliminated co-payments on acute inpatient hospital stays for all members. Hospitals should no longer be charging co-payments to any MassHealth member for an inpatient stay. Hospitals that have collected copayments on or after March 18, 2020, for MassHealth inpatient hospital stays, should refund those amounts. This information came out recently in a bulletin. I will provide the web URL to where that bulletin information is available. https://www.mass.gov/doc/acute-inpatient-hospital-bulletin-174-elimination-of-copayment-on-acute-inpatient-hospital-0/download

Slide 31: How Assisters Can Help
Just wanted to remind Assisters on how they can help members and applicants during this time and the different designations or capabilities and responsibilities that authorizes them to support applicants and members.

A Certified Application Counselor (CAC) who has completed a CAC Designation Form (CDF) with each member that they're supporting, they don't have a Permission to Share Information (PSI) or an Authorized Representative Designation Form (ARD), they can receive information from MassHealth customer service. However, they will not receive written notices for that member, and they may be able to make changes to existing cases when specifically instructed to do so by the applicant or member, implies that the applicant or member is with the CAC during the call to give that one-time permission. It's important for Assisters to remember that when they're calling MassHealth Customer Service if they're looking to make a change to an existing case, MassHealth Customer Service will request that one-time permission from that member.

For Navigators, a Navigator Designation provides them to receive information from MassHealth Customer Service and also, they can get written notices, as well as make changes to existing cases. Navigator Designations are different than a CDF.

For members that complete the PSI, that allows the representative to receive information from MassHealth Customer Service, as well as, receive written notices. However, they cannot make changes to an existing case. Those that have permission, have a PSI, for the member cannot make changes to an existing case.

Lastly, for the Authorized Representatives Designation, that's the ARD, authority representatives with an ARD for the member can receive information from MassHealth Customer Service, will also be able to receive notices for that member, and make changes to an existing case.

(Title slide) Slide 32: Tool and Resources
Wanted to give some tools and resources that's available online. It is for you, as far as guidance on the MassHealth website. I also wanted to share additional information that you may be able to provide to the members or clients you are working with.

Slide 33: Massachusetts 2-1-1
Massachusetts 2-1-1 information is free, confidential, and it's available 24/7. There is a new graphic that's been developed by the state and we're looking to have you help us distribute this widely and provide this to your clients and to members that you're working with. This is a great resource that's available to anyone in need of help during this COVID-19 pandemic. A variety of graphics are available for download on the website, including flyers for distribution by email. Graphics are currently available in English and Spanish. They are in the process of translating these graphics into additional languages, so do check back on that website. Call Mass 2-1-1 with general questions and there's a live chat feature to chat with a representative.

Slide 34: Tool and Resources 30.27
In addition to that, Massachusetts also included new COVID-19 resources. This web URL www.mass.gov/info-details/covid-19-updates-and-information is available on the slide but wanted to let you know that there are a number of great resources from this website. It provides information about COVID-19, daily updates, regulations and guidance, information about getting help, phone numbers for hotlines, how to get text updates, and much more from the state.

The second website is the Massachusetts Department of Public Health as they continue to respond aggressively to COVID-19 and keep our residents updated. Here they provide a lot of information on COVID-19 and a lot of resources for you to be able to share with your clients. COVIDMA is a text option, so it's 888-777 and that's if you want to sign up for text alerts containing new information and announcements.

Also, another resource is the Massachusetts Commission for the Deaf and Hard of Hearing. They've created a Coronavirus Visual Tool to assist medical professionals and deaf and hard of hearing individuals communicate better during medical appointments. This is a great tool for all individuals. We do provide a link from that website and there is the downloadable PDF from the MTF website.

Slide 35: MassHealth and COVID-19: Resource for Applicants and Members
I wanted to just give you the web links for information and resources related to Coronavirus for MassHealth Applicants and Members. We do have a lot of information on our website and FAQ information on coverage for testing and treatment for all coverage types and health plans, information about coverage for telehealth services, and about pharmacy and frequently asked questions , so, please go back to those websites as new information may be available, and those websites will be updated as information becomes available.