

# **Assister Updates MTF – January 2015**

# Agenda

- CAC Recertification Update
- Updates to Certification Guidelines
- Updates for Lead CAC Trainers
- Resources in the LMS
- Change in MassHealth Application and Verification Fax Number
- Questions

## Annual CAC Recertification:

- All CACs were required to complete the 2014/15 CAC recertification in the LMS by 12/15/14.
- Check your certificate – expiration date should show 12/15/2015
- CACs that did not complete training received reminder notices and were then deactivated in the LMS.
- The majority of CACs completed recertification before 12/15/14 – *Thank you for all of your efforts!*
- CACs that were deactivated in the LMS and now need to regain their CAC status should contact their Lead CAC Trainer to request reactivation.

## Updates to Certification Guidelines

**Recent updates to the certification guidelines help Lead CACs and the CAC Training team maintain certification records for CAC organizations**

- Training must be completed within 6 weeks of receiving LMS Welcome letter
- Users not completing CAC Training will be deactivated from the LMS
- Lead CAC Trainer must submit request to reactivate

# Updates to Certification Guidelines

Completing the 2014/15 CAC certification on time allows enables staff to:

- Act as a CAC for your organization, fully assisting individuals in applying for health care benefits using the new website at [MAhealthconnector.org](http://MAhealthconnector.org) or via paper
- Receive communications, updates, and other informational trainings and communications from MassHealth and the Health Connector
- Have access to the LMS to access important resources, job aids, tools, trainings, or anything else in the Learning Management System

# Updates for Lead CAC Trainers

- Reminder: Lead CACs must complete CAC training in the LMS
- Back up Lead CAC trainers – send request to CAC training team
- CAC Training Status Reports
  - Sent weekly November – December
  - Moving to monthly in January 2015
  - Can be generated up on request (email the CAC training team)
- CAC training request form
  - Required when adding, deleting, or modifying CACs for your organization
  - Recently updated to include fields to indicate type of change



# CAC Training Update Form



Commonwealth of Massachusetts

Executive Office of Health and Human Services

## Certified Application Counselor (CAC) Training Form

December 2014

(TYPE INFORMATION DIRECTLY INTO FORM)



### Instructions:

1. Add or Update information for each individual for your organization
2. Fill in Lead CAC Trainer information at the bottom of form
3. Provide your Virtual Gateway (VG) User ID and Org Number (for VG organizations and VG users only)
4. Save and email completed form to the training registrar [MAhealthconnectorTraining@state.ma.us](mailto:MAhealthconnectorTraining@state.ma.us)
5. Please ensure your staff completes the training within the **6 week** deadline

Questions? Please email the CAC Training Team [MAhealthconnectorTraining@state.ma.us](mailto:MAhealthconnectorTraining@state.ma.us)

Our organization is requesting the following individuals information to be added or modified:

First Name	MI	Last Name	VG User ID	VG Org Number	Work Location (Organization Name)	Address	Address 2	City	Zip	Phone Number	Email Address	Changes (Add, Remove, Modify, Reactivate LMS ID)

### Lead CAC Trainer or Access Administrator Completing Form

Name	Title	VG Org # of Parent Org	Parent Organization Name	Organization Address 1	Address 2	City	Zip	Phone Number	Your Email Address	Changes to Lead CAC Trainer (Add, Remove, Modify)

1/22/2015



## Resources in the LMS

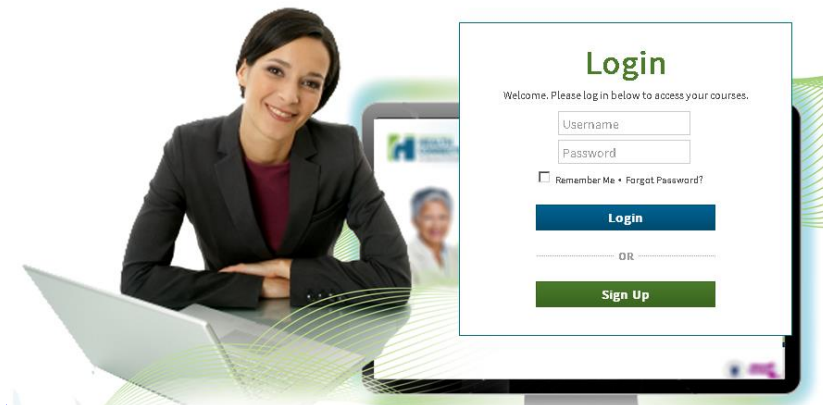
LMS is a central resource for all Assisters – beyond just training – it includes training courses, resources, your transcript. In Resources area (button on main page)

- **2014 Open Enrollment Resources** folder contains Important tools for 2014 OE. E.g., marketing flyers, packets mailed to consumers, messaging and talking points for MassHealth and Health Connector, link to the Getting Started Guide
- **Assister Job Aids and Resources** folder includes day-to-day resources in the – e.g., Assister FAQs, ConnectorCare Plan job aids, Examples of Immigration documents, MCD Guide and Job Aid, Required/Optional Forms
- **Assister Forms folder:** e.g., CDF, Voter Declination Form, Fax Coversheet, link to PSI and ARD



## Accessing the Learning Management System

- **LMS website:**  
<http://mahealthconnector.absorbtraining.com/#/login>
- **Username:** Typically Firstname.Lastname
- **Password:** Use the Forgot Password link to reset your password if you forget it
- **Questions:** Email the CAC training team:  
[MAhealthconnectorTraining@state.ma.us](mailto:MAhealthconnectorTraining@state.ma.us)





## Change in MassHealth Application and Verification Fax Number

Effective immediately, the fax number used to fax Massachusetts Application for Health and Dental Coverage and Help Paying Costs paper applications (ACA-3) and other documentation (CDF, NDF, PSI, ARD, verification documents—except those related to Identity Proofing) is changing.

- **New Fax Number: 857-323-8300**
- The old fax number, 617-887-8770, will continue to work for the next few months to allow our internal teams as well as our assister organizations time to incorporate the new number in their business processes.
- We encourage everyone to start using the number immediately as you work to reprogram all auto faxes, change any internal training documents, and update materials and correspondence you send or give to consumers or post on your website.





## Change in MassHealth Application and Verification Fax Number

- Please note: This change ONLY applies to the old fax number (617-887-8770). All other fax numbers remain unchanged.
- More information and reminders will be included in future correspondence.
- Please refer to the updated job aid: “Where to Send Documents or Verification Information Tip Sheet” in the LMS

# Questions?

