

**From:** MA Health Care Training Forum  
**Sent:** Saturday, February 13, 2010 11:20 AM  
**To:** MTF  
**Subject:** Individuals Arriving from Haiti Seeking Medical Attention

## MA Health Care Training Forum Update

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### Individuals Arriving from Haiti Seeking Medical Attention

MassHealth has established a special protocol to ensure benefit applications for individuals arriving to Massachusetts from Haiti seeking medical attention are managed and processed in an expedited manner. Providers, community health centers, community organizations, relatives and friends should ensure these individuals work with a Virtual Gateway provider to submit an application for medical benefits.

All factors pertaining to eligibility for medical benefits, including categorical, financial and citizenship/immigration requirements, must be met. There are no new eligibility policies applicable to these individuals.

### For Virtual Gateway Providers Helping These Individuals, Please Use the Following Protocol:

1. Ensure the selected immigration status reflects the **actual** immigration status **granted** by the United States and Immigration Service.
2. Neither assign an immigration status nor base a selected immigration status upon their own presumptions.
3. Select "Other" as the immigration status if the applicant's immigration status at the time of the Virtual Gateway (VG) application is unknown.
  - o When and if the immigration status becomes known, submit the verifying documentation using current procedures to update the record.
4. Submit an electronic MBR/SMBR application via VG.
5. Send an e-mail to the appropriate MassHealth representative with the individuals' name, the VG application number, and the appropriate VG provider contact name and e-mail address.
  - o **CPU - for individuals under the age 65:**
    - E-mail: [Patricia.A.Murphy@ehs.state.ma.us](mailto:Patricia.A.Murphy@ehs.state.ma.us)
    - Fax: 617-241-6201
  - o **MEC - for individuals age 65 and older:**
    - E-mail: [Ken.lorio@ehs.state.ma.us](mailto:Ken.lorio@ehs.state.ma.us)
    - Fax: 781-485-3405
  - o Annotate the following with **Haiti Earthquake Survivor** and the individual's **VG Application Number** to assist in prompt response time:
    - The fax cover sheet used to forward verifications;
    - All verifications forwarded - faxed or mailed;
    - Any supplemental documentation (such as a Disability Supplement) - faxed or mailed

6. Follow the current procedures of using My Account Page (MAP) to view:

- The status of the application;
- Notices;
- Verifications needed; and
- Where to send verifications and any other required documentation.

The MassHealth Central Processing Unit (CPU) and MEC will prioritize and expedite the processing of the VG application and if appropriate coordinate enrollment with designated Maximus resources.

More information will be coming soon and will be shared via MTF.

Sincerely,

MA Health Care Training Forum

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