

Massachusetts Health Care Training Forum (MTF): MA Learning Series Updates Fall 2025 Questions and Answers

This document supplements the presentations made during the Massachusetts Health Care Training Forum (MTF) meetings by offering Questions & Answers, and additional presenter comments if applicable.

Question 1:

Can we set up autopay for new Health Connector/ConnectorCare members that are making the first payment as guests? I was under the impression that we could set up the autopay only after the first payment. I am referring to members who have no access to their application online to make payments.

Answer:

Correct, autopay can only be set up in the guest portal after the first payment is made.