

Important News About Your MassHealth Health Plan



COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF]
[MEMBER FIRST NAME] [MEMBER LAST NAME]
[STREET ADDRESS 1] [STREET ADDRESS 2]
[CITY], [STATE] [ZIPCODE]

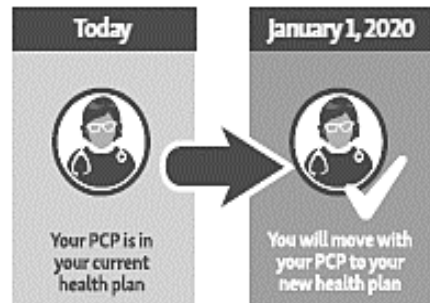
Date: [DATE]
Member ID: [XXXXXXXXXX]

Dear [Member Name],

On **January 1, 2020**, your primary care provider (PCP), <PCC_NAME_PRO>, is joining <ACO_NAME_PRO>, a MassHealth <ACO_MODEL>, a type of Accountable Care Organization (ACO). ACOs are health plans designed to keep you—and your providers—focused on your health goals. ACOs are accountable for providing quality care. They have groups of primary care providers (PCPs) and other providers who work together to meet your overall health care needs. In an ACO, your PCP and their team will help coordinate your care and connect you with available services and supports. This coordination can help you get the right care at the right time.

On **January 1, 2020**, we will enroll you in <ACO_NAME_PRO>, so you can continue to receive care from your PCP. **Even though your health plan is changing, your MassHealth benefits will stay the same.**

Note: If <PCC_NAME_PRO> is not your PCP, please call us at (800) 841-2900 and let us know who your PCP is.



GOOD NEWS! If you are happy joining <ACO_NAME_PRO> with your PCP, you DO NOT need to do anything.

If you would like to remain in your current health plan or explore other health plan options, please contact MassHealth before January 1, 2020.

Does your new ACO health plan have the hospitals and providers you want?

You may want to confirm that certain doctors, specialists, behavioral health providers, and hospitals most important to you are part of your new health plan. You can do this in the following ways:

- Visit your new health plan's website at <ACO_URL>
- Call your new health plan at <ACO_PHONE>
- Check the MassHealth website at [MassHealthChoices.com](https://www.mass.gov/info-details/masshealth-choices)
- Contact your doctors, specialists, behavioral health providers, or other providers and hospitals and ask them if they participate in <ACO_NAME_PRO>

If you are pregnant, in treatment, or have a prescription, an authorized service, or an upcoming surgery, please call your new ACO to let them know about your situation. Your new ACO will work with you and your providers to avoid interruptions to your care.

Important Dates

January 1, 2020	January 1, 2020 – March 31, 2020	March 31, 2020	April 1, 2020
If you do not choose another health plan before January 1, 2020, you will be enrolled in <ACO_NAME_PRO>	This is your Plan Selection Period. This is the time to try out your new plan. If you want to change plans during this time, you can do so for any reason.	This is the end of your Plan Selection Period. You have until March 31, 2020, to try out your new health plan and change plans for any reason.	Your Fixed Enrollment Period begins. You will only be able to change plans for certain reasons. You can find out more about these reasons online at https://www.mass.gov/service-details/fixed-enrollment-period or in the <i>MassHealth Enrollment Guide</i> sent to your household.

Health Plan Welcome Packet

Once you're newly enrolled in a health plan, they will send you a welcome packet. It will explain how to get the most out of your health plan benefits.

MassHealth ID Card and Health Plan ID card

You will continue to use your current MassHealth ID card—the card with the picture of Massachusetts on it. You will also receive a member ID card from your new health plan. Please bring both cards to your appointments.

My Ombudsman

If you have concerns or problems related to getting benefits or services from your health plan, you can call My Ombudsman at (855) 781-9898. My Ombudsman is an independent program that can provide information about your benefits and rights in your plan, address problems or concerns, and help with grievances and appeals. For persons who are deaf, hard of hearing, or speech disabled, use MassRelay at 711 or videophone at (339) 224-6831. You can also email My Ombudsman at info@myombudsman.org or visit their website at www.myombudsman.org.

How do I change my health plan or get more information?



ONLINE

Learn more about your health plan options and how to change your plan at MassHealthChoices.com. You can also read about health plan options online at mass.gov/masshealth or in the *MassHealth Enrollment Guide*.



CALL

You can also phone us at 1-800-841-2900 (TTY: 1-800-497-4648) to talk to someone about the information in this letter.



MAIL or FAX

Fill out the enrollment form, available at MassHealthChoices.com, and mail or fax it to us.



IN-PERSON

Talk to a **Certified Application Counselor or Navigator**, who can also help you with your application. To make an appointment, go to www.MAhealthconnector.org/help-center and click the "Find an Enrollment Assister" button.

If your MassHealth eligibility changes, it may impact your health plan enrollment. This letter is not a guarantee of MassHealth eligibility. If you are no longer a MassHealth member, please disregard this letter.

Sincerely,
MassHealth

Please Note You can get this information in large print or braille.
Call 1-800-841-2900 from Monday through Friday, 8:00 a.m. to 5:00 p.m.
TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled