MassHealth Updates

Massachusetts Health Care Training Forum
July 2019
Agenda

- MassHealth Health Plan Updates
- ACA-3 Application and Member Booklet Update
- SACA-2 Application and Senior Guide Update
- Submitting and Ordering the ACA-3, SACA-2
- MassHealth Notice of Birth
MASSHEALTH HEALTH PLAN UPDATES
New Plan Selection Period (PSP)

- In late May 2019, MassHealth mailed letters to ~750,000 members informing them of their new PSP: June 1 – August 31, 2019.

- The intent of the letters is to inform members who have been in Fixed Enrollment with their ACOs and MCOs of their annual opportunity to change plans for any reason.

- MassHealth will continue to send letters on a member-specific rolling basis to individuals with different plan selection and fixed enrollment periods, reminding ACO and MCO enrollees of their annual opportunity to change plans for any reason.

- While in Fixed Enrollment, members may request to change plans if they meet certain exception criteria [https://www.mass.gov/service-details/fixed-enrollment-period](https://www.mass.gov/service-details/fixed-enrollment-period).
Two ACO Bulletins Issued in May

In mid-May 2019, MassHealth issued two Managed Care Entity Bulletins:

- Bulletin #14 allows ACOs to add or remove PCPs for an effective date of January 1, 2020
  - If granted, this may result in the movement of members into ACO’s to preserve their current PCP relationships
  - Member notices will be sent in advance

- Bulletin #15 allows ACPPs to add MassHealth Service Areas for an effective date of January 1, 2020. ACPPs may ask for an accelerated effective date of July 1, 2019
  - If granted, this may result in ACPPs being authorized to serve new areas of the state

MassHealth is currently in the process of reviewing the submissions.
ACA-3 APPLICATION AND MEMBER BOOKLET JULY 2019 UPDATE
ACA-3 Application and Member Booklet – July 2019 Update

The Application for Health and Dental Coverage and Help Paying Costs (ACA-3) and the member booklet (ACA-1) were updated July 1, 2019.

The March 2019 version of the ACA-3 can continue to be used until supplies are depleted.
Revisions included in the ACA-3-0719 application:

- **Step 2 Tell us about your household:**

  **Under “You DO NOT have to include”, changes to the following to make it clearer**

  - Your parents whom you live with if your parents file their own taxes and do not claim you as tax dependent (if you are age 19 or older)
ACA-3 Application Revision: July 2019
(continued)

Step 2 Person X:

- Updates to allowable DEDUCTIONS to align with Internal Revenue Service regulations
  
  - Moved “None” option for allowable deductions from the top to the bottom of the list
  
  - Changes to language for the following deductions:
    
    - Moving expenses for members of the Armed Forces $_____
    
    - Self-employed SEP, SIMPLE, and qualified plan $_____ 
    
    - Student loan interest deduction (interest only, not total payment) $________
Revisions included in the ACA-1 (0719) member booklet:

- **Updates to INTRODUCTION**
  - Added information about the waiver program:

**Persons Living at Home Needing Long-Term-Care Services**

People living at home (children as well as adults age 65 or older as well as adults under the age of 65) who need more help than family members can give may be able to get certain long-term-care services to help them live at home, instead of in a long-term-care facility. MassHealth has three types of programs that allow certain MassHealth Standard members to get these needed long-term-care services at home:

- Kaileigh Mulligan Program (Home Care for Disabled Children)
- PACE (Program of All-Inclusive Care for the Elderly)
- Home- and Community-Based Services (HCBS) Waiver programs.

Detailed Information about these programs and how to apply can be found in the Senior Guide (SACA-1) at [www.mass.gov/service-details/senior-guide-and-application-for-health-care-coverage](http://www.mass.gov/service-details/senior-guide-and-application-for-health-care-coverage).
SECTION 1: How to Apply

• Additional language about contacting members
  – We may also contact you to distribute information related to other health and welfare benefits you may be eligible to receive

• Added information about My Ombudsman (pages 19, 46)

  My Ombudsman
  – If you need additional help enrolling in a plan, you may contact My Ombudsman. My Ombudsman is an independent organization that provides assistance to members. The organization:
    • Provides information about your benefits and rights in your plan
    • Addresses problems or concerns—will listen, investigate, and discuss options with you; and
    • Helps with grievances and appeals—will explain how to file a grievance or appeal and what to expect.
ACA-1 Member Booklet
Revision: July 2019 (continued)

- Contact My Ombudsman
  - Call: (855) 781-9898 (For TTY users, use MassRelay at 711 to call the number above)
  - Hours: Monday–Friday, 9 a.m.–4 p.m.
  - Email: info@myombudsman.org
  - Online: www.myombudsman.org
  - Visit: 11 Dartmouth Street, Suite 301, Malden, MA 02148. Walk-in hours: Mondays 1 p.m.–4 p.m. and Thursdays 9 a.m. – 12 p.m.

- Other additional updates
  - Updated MAGI income and deduction language on pages 31 and 32 to align with the 2018 1040 IRS form
  - Updated some of the links to align with location of documents on Mass.gov
SACA-2 APPLICATION
AND SENIOR GUIDE UPDATE
SACA-2 Application Revision: July 2019

Revisions included in the SACA-2-0719 application:

- **HOW TO APPLY: WHAT HAPPENS NEXT and WHERE TO GET HELP**
  - Additional language that directs applicants where to find information in the Senior Guide about how to apply for PACE

**NOTE: PACE – Program of All-Inclusive Care for the Elderly**

Some MassHealth members may be eligible to enroll in the Program of All-Inclusive Care for the Elderly (PACE), which provides members access to a wide range of medical, social, recreational, and wellness services through a center-based model. See page 10 of the Senior Guide for more information.
Step 2 Person X:

- Updated to allowable **DEDUCTIONS** to align with Internal Revenue Service regulations
  - Moved “None” option for allowable deductions from the top to the bottom of the list
  - Changes to language for the following deductions:
    - Moving expenses for members of the Armed Forces
      $____
    - Student loan deduction (interest only, not total payment)
      $_______
Revisions included in the SACA-1-0719 Senior Guide include:

- **Section 1:**
  - Updates to allowable deductions and countable income language to align with Internal Revenue Service regulations
  - Revised the language and order of information to clarify eligibility rules for the Home and Community-Based waivers, PACE, and managed care enrollment guidelines
SECTION 9 WHERE TO GET HELP:

- Under Special MassHealth Programs, adding contact numbers for the Home- and Community-Based Waivers

  (800) 408-1253, TTY: (800) 231-5698
  • Kaileigh Mulligan Program—Home Care for Disabled Children
  • PACE (Program of All-Inclusive Care for the Elderly)

  (800) AGE-INFO, TTY: MassRelay 711
  • Frail Elder Program

  (800) 841-2900, TTY (800) 497-4648
  • Traumatic Brain Injury
  • Adults with an Intellectual Disability

  (866) 281-5602, TTY: (800) 596-1746
  • Acquired Brain Injury

  (855) 499-5109, TTY: (800) 596-1746
  • Moving Forward Plan
SUBMITTING AND ORDERING THE ACA-3, SACA-2
Where to Send Completed Paper Applications

- ACA-3 applications can be mailed to:
  Health Insurance Processing Center
  P.O. Box 4405
  Taunton, MA 02780
  FAX: 857-323-8300

- SACA-2 applications can be mailed to:
  Charlestown MEC
  P.O. Box 290794
  Charlestown, MA 02129-0214
  FAX: 617-887-8799
MassHealth Member Library

- Member materials are available in the MassHealth Member Library
  - ACA and SACA Application materials: [https://www.mass.gov/lists/applications-to-become-a-masshealth-member](https://www.mass.gov/lists/applications-to-become-a-masshealth-member)
  - ACA and SACA Member Booklet materials: [https://www.mass.gov/lists/masshealth-member-guides-and-handbooks](https://www.mass.gov/lists/masshealth-member-guides-and-handbooks)

- To order paper applications or member booklets:
  - Call: 1-800-841-2900
  - Fax: 617-988-8973
  - Email a request: publications@mahealth.net
When Ordering

- By phone, fax, or email, be sure to include:
  - Name of the form being ordered (e.g., ACA-3, SACA-2)
    - ACA-1-0719: Member Booklet for Health and Dental Coverage and Help Paying Costs
    - ACA-3-0719: Massachusetts Application for Health and Dental Coverage and Help Paying Costs
    - SACA-1-0719: SENIOR GUIDE to Health Care Coverage
    - SACA-2-0719: Application for Health Coverage for Seniors and People Needing Long-Term-Care Services
  - Quantity requested
  - Name of the person, organization, and shipping address
  - A direct phone number in case there is a question about the order
Supply and Use of Revised Forms

- The March 2019 version of the ACA-3 can continue to be used until supplies are depleted.
- You can download the July 2019 version of the ACA-3 and SACA-2 or order copies.
- When you receive a supply of the July 2019 version of the ACA-3 or SACA-2, please recycle earlier versions of the form.
MASSHEALTH NOTICE OF BIRTH
MassHealth Notice of Birth (NOB)

- **Electronic NOB**
  MassHealth continues to test the electronic submission of NOB’s. If you are interested in joining the pilot, please contact Sam Evans at 617-847-3415

- **Form located at:**

- **Fax to:** 617-887-8777
Questions?