

## MTF October 2020 Meeting MassHealth Call Q&A

**Q1. Regarding the 90-day retro request. When calling we are being told that in order to request the 90-day retro it has to be a brand-new member, what is the policy regarding 90-day retro?**

A1. MassHealth members under the age of 65 can request retroactive eligibility up to 90 days. To be eligible, upon request:

- Initial applicants under the age of 65 who applied on or after March 1, 2020, may request coverage be retroactive to as early as the first day of the third calendar month before the month of application, but no earlier than March 1, 2020.
- If a member's eligibility has been closed for more than 90 days and a new application was submitted to MassHealth, retroactive eligibility can be requested.
- If a member's eligibility has been closed for less than 90 days as a result of no response to a renewal, members will be reinstated retroactively to the closing date with no further action needed.

*Resource:* For the complete guidance and process, please review the [MassHealth Eligibility Flexibilities for COVID-19](#)

**Q2. Regarding short-term care over 100 days at a nursing facility, does this apply to PACE or HCBSW (Home and Community Based Service Waiver) members? PACE pays for members' short-term care and does not have to submit an SC-1 until the member transitions to permanent long-term care at a nursing facility at this time.**

A2. The 100 day limit only applies to members in Family Assistance and CarePlus which HCBSW/PACE participants would not be in. HCBSW and PACE handle short term stay differently. HCBSW handles LTC/short term business as usual, which would involve submitting an SC-1 just like all other categories while PACE is a managed care and has a different process.

**Q3. For MassHealth members protected during the COVID-19 period, if they become eligible for the ConnectorCare plan, how can these MassHealth members get off MassHealth and complete their ConnectorCare enrollment?**

A3. In cases where an applicant has been COVID protected in a MassHealth benefit and they become eligible and want a Health Connector QHP benefit, they may call the Health Connector to request exclusion to the COVID protection and 'voluntary withdraw' from the MassHealth benefit.

**Q4. If someone incorrectly entered income on their app and received a MassHealth determination, incorrectly, but now are updating their app with a navigator and are Connector Care elig, will they maintain MassHealth coverage?**

A4. Yes, the individual would maintain MassHealth coverage through the last day of the month in which the public health emergency ends. In cases where an applicant has been COVID protected in a MassHealth benefit and they want a Health Connector QHP benefit, they may call the Health Connector to request exclusion to the COVID protection and 'voluntary withdraw' from the MassHealth benefits.

**Q5. Can members still request self-attestation of income?**

A5. **Yes, individuals may self-attest to income during the public health emergency period.** MassHealth will accept self-attestation for all eligibility factors, **except citizenship and immigration**, from all individuals if we are unable to match electronically and documentation is not readily accessible to the individual.

*Resource: The [MassHealth Eligibility Flexibilities for COVID-19](#)*

**Q6. Can MassHealth members get COVID-19 testing more than once, no matter what the reason?**

A6. MassHealth members can get a COVID-19 test if:

- They develop any symptoms of COVID-19, even if they are mild, or
- Is a close contact of a someone who has tested positive for COVID-19, or
- A test is ordered by a provider.

MassHealth covers all medically necessary lab tests when your health care provider orders one. If you think you are sick or have been exposed to COVID-19, contact your health care provider, or call 2-1-1 for guidance. For additional COVID-19 related information for MassHealth members and applicants, go to <https://www.mass.gov/info-details/masshealth-coronavirus-disease-2019-covid-19-applicants-and-members#masshealth-coverage-for-testing-and-treatment-of-covid-19->.

Free testing for COVID-19 is widely available in Massachusetts through the Commonwealth's Stop the Spread program. Stop the Spread testing sites are available in communities across Massachusetts, and for more information or to locate a Stop the Spread testing site, go to <https://www.mass.gov/covid-19-testing>.

**Q7. Can you please review current IP address issues when Financial Coordinators are assisting patients in applying for MassHealth while working remotely? Currently, FC team members are blocked submitting an application using their home IP address when trying to submit an application.**

A7. Certified Application Counselors (CACs) in good standing and with up-to-date CAC training and certification are able to help applicants and members complete and submit applications as they work from locations other than their regular office during the COVID-19 national emergency period.

And, since many CACs are working from locations other than their regular office, there are some different technical steps that need to be in place in order to access and use the Assister Portal for the

online application at MAhealthconnector.org. If you are having any difficulty logging in and using the Assister Portal, first contact the Lead CAC at your organization to help resolve the issue.

**Q8. Is the COVID emergency processes being looked at to be implemented on permanent basis, such CAC signing the forms? For example, is there an easier way to add a check box perhaps on the application? This is a great service to our extremely ill, disabled, elderly etc.**

A8. During the COVID-19 public health national emergency period trained and Certified Application Councilors (CACs) were provided flexibilities to assist applicants and members apply for health care coverage. At this time, these flexibilities **only** apply during the COVID-19 national emergency period. Upon the expiration of that state of emergency, MassHealth will evaluate the continued need for each of the flexibilities that follow, and make appropriate adjustments, as necessary.

**Q9. Does the stimulus income impact college student loans receiving financial assistance?**

A9. For information related to the stimulus income and student loans, please review appropriate information provided from the Federal Student Aid Office of the US Department of Education at <https://studentaid.gov/> and <https://studentaid.gov/announcements-events/coronavirus>.