

WHERE CAN I SEND DOCUMENTS OR VERIFICATION INFORMATION?

TYPE OF DOCUMENT	SEND TO	MAILING ADDRESS	FAX NUMBER
All new Massachusetts Application for Health and Dental coverage and Help Paying Costs (paper applications for subsidized)health coverage,) including Health Connector (ConnectorCare plans and those seeking premium tax credits), MassHealth, Health Safety Net (HNS), or Children’s Medical Security Plan (CMSP)	MassHealth	Health Insurance Processing Center P.O. Box 4405 Taunton, MA 02780	Fax #: 857- 323-8300
All new paper applications for unsubsidized (no assistance with paying) health and dental insurance through the Health Connector	Health Connector	Health Connector Processing Center P. O. Box 4404 Taunton, MA 02780	Fax #: 617-887-8745
<ul style="list-style-type: none"> • Application for Health Coverage for Seniors and People Needing Long-Term-Care Services • Supplement A Long-Term Care/Home-and Community-Based Service Waiver • Medicare Savings (Buy-In) Program 	MassHealth	MassHealth Enrollment Center P.O. Box 290794 Charlestown, MA 02129	Fax #: 617-887-8799
<ul style="list-style-type: none"> • Qualifying Event verification for Special Enrollment Period/Closed Enrollment for Health Connector plan • IDP Verifications • Eligibility verifications for households with Health Connector only members (those who are NOT part of mixed households) 	Health Connector	Health Connector Processing Center P. O. Box 4404 Taunton, MA 02780	Fax #: 617-887-8745
<ul style="list-style-type: none"> • Verification Documents for MassHealth or mixed households (those with Health Connector AND MassHealth members) • CDF, NDF, PSI, ARD 	MassHealth	Health Insurance Processing Center P.O. Box 4405 Taunton, MA 02780	Fax #: 857- 323-8300
<ul style="list-style-type: none"> • Medical Hardship Applications • INET User Agreements and/or INET Business Associate Agreements • Serious Reportable Event documentation 	Health Safety Net (HSN)	Health Safety Net 100 Hancock Street, 6th Floor Quincy, MA 02171	Fax #: 617-786-4380

IMPORTANT NOTES:

- **Upload Functionality** is the recommended method for submitting documentation to MassHealth and the Health Connector. More information on how to use the upload functionality can be found at: <https://www.mahealthconnector.org/help-center-answers/upload-documents-proof>
- **ALWAYS** use the designated barcoded **Health Coverage Mail/Fax Cover Sheet**, recently revised and can be found at <https://www.mass.gov/doc/masshealth-health-coverage-mailfax-cover-sheet-0/download> Use the original barcoded coversheet; **do not copy**.
- When faxing information, **DO NOT** bundle information.
- **REMINDER:** Fax CDF, NDF, PSI, or ARD with the application, not separately (unless the application has already been submitted)
- If IDP documents were sent several weeks ago and consumers believe the documents have not been processed to date, those assisting can resubmit them to the Health Connector.
- **ENSURE** that faxed documents are readable, lightened and/or enlarged (if necessary).
- If you are unsure where to fax or mail documents, contact the MassHealth Customer Services Center at 1-800-841-2900.