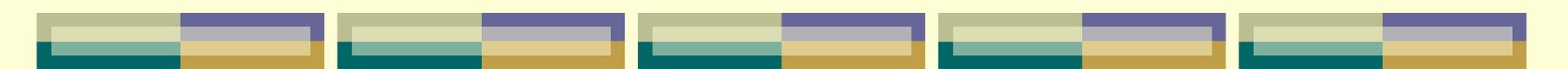




# MassHealth Updates

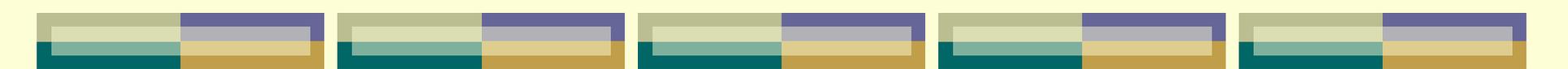
**Massachusetts Health Care  
Training Forum**

**April 2011**



# Today's MassHealth Updates

1. Federal Poverty Level Eligibility Guidelines
2. Publications Updates
3. MassHealth Buy-In Applications
4. Improved Voice and Data Technology Deployment
5. Citizenship and Identity Electronic Matching
6. Fishing Partnership
7. Affordable Care Act News



# MassHealth Financial Eligibility Guidelines

- On March 1st 2011 the federal poverty level (FPL) guidelines were increased.
- MassHealth has redetermined eligibility for certain populations:
  - Are currently in a premium billing or premium assistance coverage type who will have a premium change as a result of the 2011 FPL changes
  - Are currently in Commonwealth Care and will have a change in aid category as a result of the 2011 FPL changes
  - Are currently eligible for Health Safety Net Partial who will have a change in their HSN deductible due to new 2011 FPL limits.
  - Are currently eligible for Buy-In program (QMB, SLMB, or QI)
- The new income guideline chart is attached and can be downloaded from the MassHealth website.

Please note the FPL financial guidelines usually increase in conjunction with the annual (COLA) cost of living adjustment. Social Security beneficiaries did not receive a COLA increase in January 2011.

## 2011 MassHealth Income Standards and Federal Poverty Guidelines

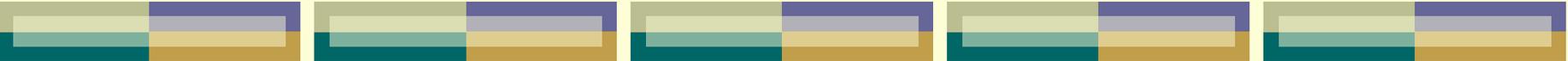
Family Size	MassHealth Income Standards		100% Federal Poverty Level		120% Federal Poverty Level		133% Federal Poverty Level		135% Federal Poverty Level	
	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
1	\$522	\$6,264	\$908	\$10,896	\$1,089	\$13,068	\$1,207	\$14,484	\$1,226	\$14,712
2	\$650	\$7,800	\$1,226	\$14,712	\$1,471	\$17,652	\$1,631	\$19,572	\$1,655	\$19,860
3	\$775	\$9,300	\$1,545	\$18,540			\$2,054	\$24,648		
4	\$891	\$10,692	\$1,863	\$22,356			\$2,478	\$29,736		
5	\$1,016	\$12,192	\$2,181	\$26,172			\$2,901	\$34,812		
6	\$1,141	\$13,692	\$2,500	\$30,000			\$3,324	\$39,888		
7	\$1,266	\$15,192	\$2,818	\$33,816			\$3,748	\$44,976		
8	\$1,383	\$16,596	\$3,136	\$37,632			\$4,171	\$50,052		
For each additional person add	+\$133	+\$1,596	+\$319	+\$3,828			+\$424	+\$5,088		

DG-FPL (Rev. 03/11)

## 2011 MassHealth Income Standards and Federal Poverty Guidelines

Family Size	150% Federal Poverty Level		200% Federal Poverty Level		250% Federal Poverty Level		300% Federal Poverty Level		400% Federal Poverty Level	
	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
1	\$1,362	\$16,344	\$1,815	\$21,780	\$2,269	\$27,228	\$2,723	\$32,676	\$3,630	\$43,560
2	\$1,839	\$22,068	\$2,452	\$29,424	\$3,065	\$36,780	\$3,678	\$44,136	\$4,904	\$58,848
3	\$2,317	\$27,804	\$3,089	\$37,068	\$3,861	\$46,332	\$4,633	\$55,596	\$6,177	\$74,124
4	\$2,794	\$33,528	\$3,725	\$44,700	\$4,657	\$55,884	\$5,588	\$67,056	\$7,450	\$89,400
5	\$3,272	\$39,264	\$4,362	\$52,344	\$5,453	\$65,436	\$6,543	\$78,516	\$8,724	\$104,688
6	\$3,749	\$44,988	\$4,999	\$59,988	\$6,248	\$74,976	\$7,498	\$89,976	\$9,997	\$119,964
7	\$4,227	\$50,724	\$5,635	\$67,620	\$7,044	\$84,528	\$8,453	\$101,436	\$11,270	\$135,240
8	\$4,704	\$56,448	\$6,272	\$75,264	\$7,840	\$94,080	\$9,408	\$112,896	\$12,544	\$150,528
For each additional person add	+\$478	+\$5,736	+\$637	+\$7,644	+\$796	+\$9,552	+\$955	+\$11,460	+\$1,274	+\$15,288
<b>Institutional Income Standard \$72.80</b>										

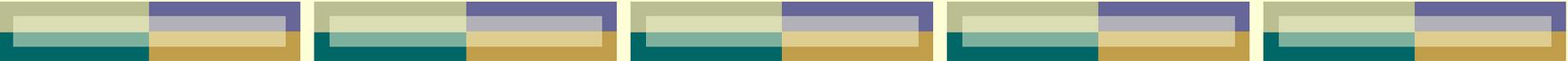
DG-FPL (Rev. 03/11)



# MassHealth Publications

## Reminder on 1/1/11 MBR, SMBR, VG Revisions

- MassHealth revised the Medical Benefit Request (MBR), Senior Medical Benefit Request (SMBR) and VG to clarify policy and capture applicant information to appropriately determine eligibility for individuals who are visitors to Massachusetts.
- The MBR and VG have also been revised to include additional questions for households where there is an absent parent. As a result changes have also been made to the MassHealth and You Guide and the HCR-2 Member Booklet.
- The 01/11 revised versions of the MassHealth Member Benefit Request (MBR) and the Senior Member Benefit Request (SMBR) are available on the MassHealth website for distribution.
- A Provider Bulletin outlining all the updates to the documents has been developed.

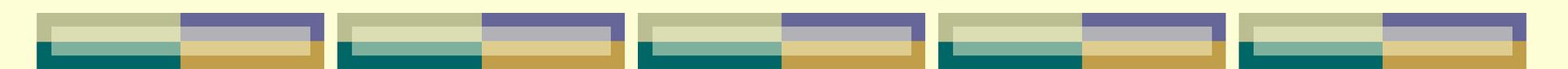


# MassHealth Publications

## Reminder on 1/1/11 MBR, SMBR, VG Revisions (cont)

### Visitors Section

- A new section was added with questions designed to determine whether visitors from other U.S. states, U.S. territories, or other countries who apply for benefits should be eligible.
- Individuals who are visitors to Massachusetts *may be* eligible for MassHealth benefits if they are applying due to an unexpected medical condition or situation that occurred after they arrived in Massachusetts and the condition or situation prevents them from leaving the state.
- Individuals who meet this requirement must meet all other eligibility requirements to be eligible for MassHealth. The visitor questions will identify those individuals who may be eligible for benefits and those who do not meet the criteria for eligibility.

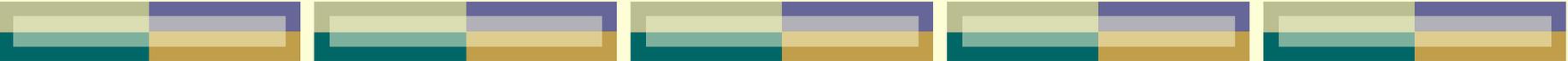


# MassHealth Publications

## Reminder on 1/1/11 MBR, SMBR, VG Revisions (cont)

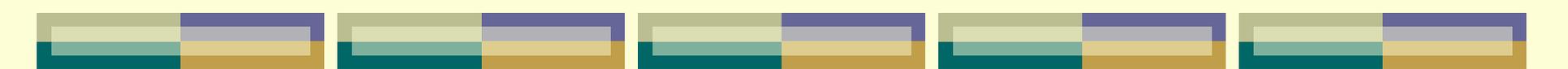
### Absent-Parent Questions and Assignment of Rights

- Children who were adopted by a single parent or who have a parent who is deceased or unknown are not considered to have absent parents.
- New questions were added to the MBR Supplement B (Absent Parent) that will ensure these children are not sent requests for verifications about absent parents.
- The Absent-Parent Questions and Assignment of Rights (AP-1) is a new, stand-alone form that contains the same information as the MBR Supplement B (Absent Parent). This form will be used for requesting verifications, and on existing cases when an absent parent is reported and when a child is added and only one parent is in the household.



## Visitor and Absent-Parent Questions

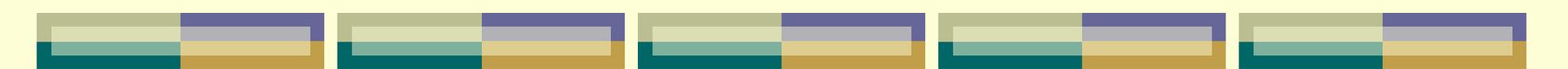
- We understand that MTF participants may have questions around these new questions.
- Important work is underway to further clarify these MBR changes.
- We are requesting that any questions or comments you may have on these changes be submitted through the MH Roundtable forms.



# MassHealth Publications

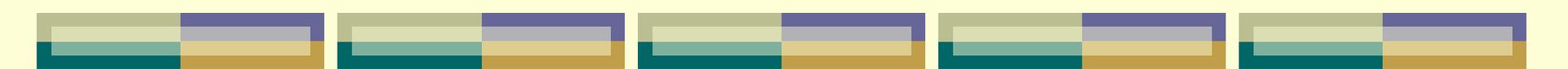
## March 2011 Revisions

- MassHealth revised the application booklets for March 2011.
- These include the MassHealth and You Guide and the HCR-2 Member Booklet.
- The changes reflect the increase in the federal poverty level guidelines for March 2011.
- Additional changes to the home maintenance allowance section were changed and language was added about working for potential CommonHealth applicants.



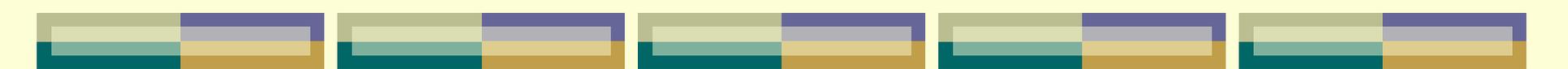
# MassHealth Buy-In Applications

- MassHealth Buy-In applications are going to be processed by all four MassHealth Enrollment Centers beginning in early March.
- Prior to March all Buy-in applications were processed at the Tewksbury MassHealth Enrollment Center.
- The March 2011 version of the Buy-In application has been updated to reflect all MEC addresses and is available online and in print for those needing paper copies.



# Citizenship and Identity (SVES) Electronic Matching

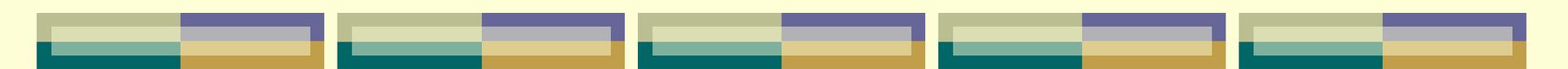
- SVES will now be added to the list of data bases that MA21 uses to automatically verify citizenship and identity.
- If a household has a citizen with unverified citizenship and identity, MA21 will now utilize SVES when an MBR or ERV is processed.
- A request will be sent to SVES and the determination will be blocked until the response is received overnight.
- If the individual's citizenship and identity can be verified with SSA, the individual will not be required to submit additional verification.



# Improved Voice and Data

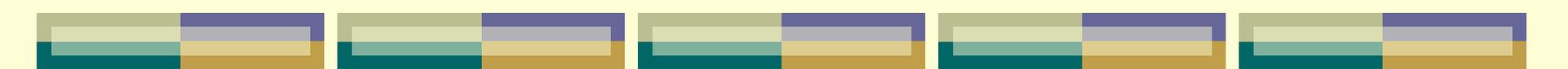
## Technology Deployment (VOIP)

- Voice Over Internet Protocol (VOIP) is being deployed across the Commonwealth.
- This Cisco technology is designed to improve the telecommunications infrastructure at all of our business locations by replacing the equipment, handsets, routers, and switches that support voice and data networks.
- To date, all MassHealth units, including the Central Filing Unit (CFU), have switched over to VOIP.
- The MECs and CPU and currently undergoing implementation.
- The Call Center upgrades will convert the telephone from a Centrex to a Cisco environment and offer telecommunications and Web services not available in the current environment.



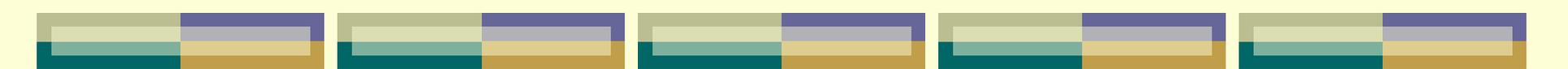
## Improved Voice and Data Technology Deployment (VOIP) Continued

- The new MEC Call Center IVR (Integrated Voice Response) has been redesigned to offer improved menu options to callers waiting in queue to speak to a MassHealth Call Center representative, with the goal of reducing the number of callers that choose to wait in queue.
- The new menu options include
  - the ability to record ad hoc messaging to MassHealth customers;
  - the addition of music and ongoing messaging about expected wait times; and
  - the promoting of mass.gov self-service options on the Web.



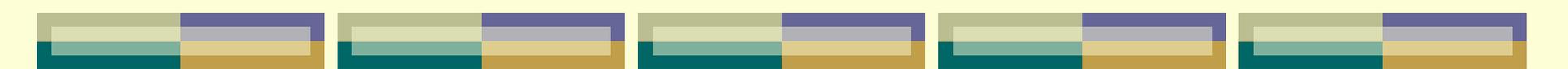
# Fishing Partnership Health Plan (FPHP)

- The Fishing Partnership will no longer be offering health insurance as of June 30<sup>th</sup>. FPHP will continue to remain in the community continuing other important health care services and health-related education services. This includes health navigation, health screenings, wellness programs and safety training. The FPHP is committed to continuing these critical services to our fishing community and extending them to other appropriate groups.
- Since MA HCR was enacted new health insurance options were created. Today, fishermen and their families have coverage options that were not available when FPHP was established.
- Fishing Partnership sent out letters in February giving members plenty of advance notice so that they can transition into other qualifying health insurance coverage.
- As of March 28th, Commonwealth Care will no longer deny eligibility because of access to Fishing Partnership
- The next round of revisions to MBR will remove the question about Fishing Partnership.



# ACA Update: “Early Innovator” Grant Awarded to New England States Collaborative

- Massachusetts and the other New England states have been awarded an Early Innovator Grant through U.S. Department HHS, to design and implement the information technology (IT) infrastructure needed to operate Health Insurance Exchanges beginning in 2014.
- Using these new funds, the Early Innovator states will develop Exchange IT models that can be adopted and tailored by other states.
- Although Exchanges are not scheduled to launch until 2014, work is already underway to design and implement them across the country.
- As states prepare, they have requested early funding assistance to develop the right IT, particularly with respect to eligibility and enrollment systems.
- The New England States Collaborative hopes to learn from the Massachusetts Exchange implementation and gain efficiencies so it can accelerate Exchange development for participating New England states.



*The MassHealth Operations  
Member Education Unit  
will be available for  
questions at the  
lunch round table*

***Thank-you***