



# **MassHealth Eligibility Electronic Document Management (EDM)**

**October 2011**



# Objectives

- Overview
- What has changed
- What will stay the same
- Benefits
- Tips
- Resources





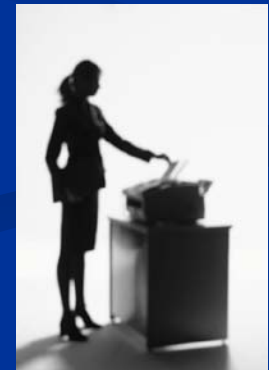
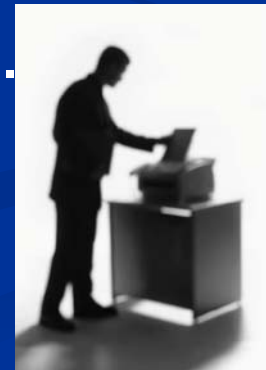
# Overview

- The Electronic Document Management (EDM) system allows MassHealth staff to process Applications, Eligibility Reviews and corresponding mail using an electronic image from any MEC or the CPU.
- Phased implementation -
  - Phase I occurred in January 2011 @ Taunton.
  - Phase II occurred late spring 2011 @ Springfield and Tewksbury.
  - Phase III occurred Sept. 24, 2011 @ CPU and Revere.



# What Has Changed

- Consolidated point for receipt of new, non-Long Term Care applications.
- Consolidated point for receipt of other maintenance documentation, review forms and supporting verifications for ALL existing cases.
- Two e-fax numbers: one for CPU and one for all other MECs.
- Faxed information is received and imaged electronically.
- One fax coversheet per household.





# What Has Changed



- Processing of Electronic Images
  - Eligibility Workers will be assigned work electronically in the order that documents were received regardless of location.
    - Two queues of pending work
      - New applications
        - Intake applications for pregnant women will continue to be prioritized.
      - All other reviews and verifications
    - Eligibility Workers can no longer receive direct faxes or mail
      - Emergency justifiable situations can be prioritized if approved by manager.



# What Is Staying the Same

- Submission of new Long Term Care Intake Applications and related verifications still go to respective MEC address.





# Benefits

- Improved customer service
- Ability to view documents within two to three business days from the receive date.
- Ability for MassHealth to leverage statewide resources to better serve our members.
- Streamline the entry point for all incoming documentation making it easier for our members and community partners to send information.





# Helpful Tips



- Send VG applications when possible.
- Send new, paper non-LTC applications to the Central Processing Unit (CPU).
- Send or fax reviews and verifications to the address and fax number shown on the notice.
- When faxing double sided forms make sure you copy one side so that the complete form is received.





# Helpful Tips – cont.



- If faxing documents with small print copy to enlarge the print before faxing.
- Use one fax coversheet for each household and provide the head of household name, date of birth and MassHealth ID number or SSN.
- Fax or mail don't do both.
- Note: Make sure that your fax equipment is properly maintained. Not cleaned = bad image quality. If you have more than one fax in your organization send a test fax - you will then see what we are receiving from you.



# Summary

- No changes for new LTC applications and related verifications – still send to MassHealth Enrollment Centers

300 Ocean Avenue, Suite 4000 Revere, MA 02151 Fax: 781-485-3402	333 Bridge Street Springfield, MA 01103 Fax: 413-785-4107	21 Spring Street, Suite 4 Taunton, MA 02780 Fax: 508-828-4634	367 East Street Tewksbury, MA 01876 Fax: 978-863-9231
--	--	--	--

- New applications & related verifications (excluding LTC applications & verifications) –  
Central Processing Unit (CPU)  
P.O. Box 290794  
Charlestown, MA. 02129  
Fax: 617-887-8799
- All ongoing case maintenance documentation including LTC -  
MassHealth Enrollment Center  
P.O. Box 1231  
Taunton, MA. 02780  
Fax: 617-887-8777
- As always, if not sure where to send information consult eligibility notices on MAP



Thank You !!