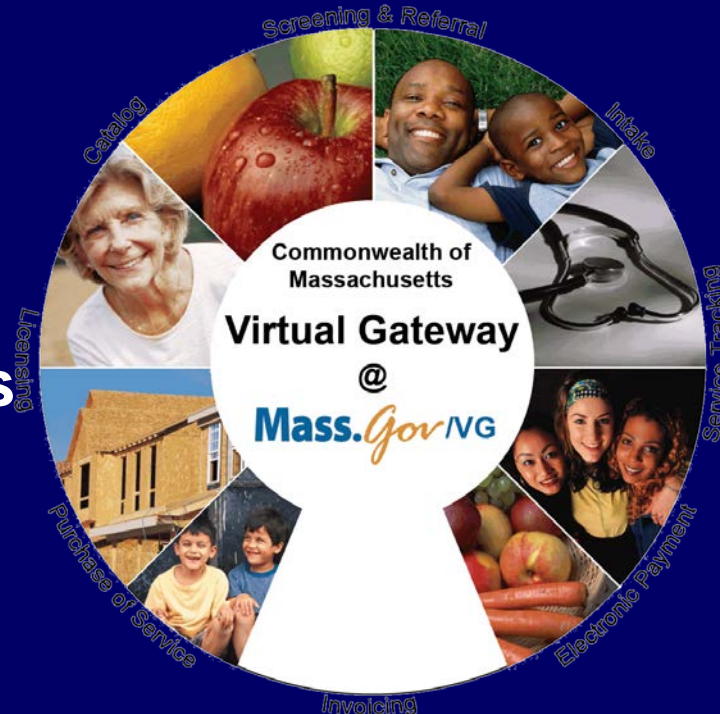


# Transitioning from Virtual Gateway Health Applications to ACA: MTF



Commonwealth of Massachusetts

January 2014





## Submitting Health Applications – All Individuals

### Submitting Health Applications:



- All consumers can now use the [MAhealthconnector.org](https://MAhealthconnector.org) website to enter an application for coverage on their own, or with the help of a Navigator or Certified Application Counselor (CAC).
- Certified Application Counselors can guide applicants under 65 through the [MAhealthconnector.org](https://MAhealthconnector.org) Individuals and Families portal



- Apply using a paper application: ACA-2 for under 65, SMBR for age 65 and over.



- Individuals can call Customer Service and complete an application by phone.



## Submitting Health Applications – Online

### • Online Applications:

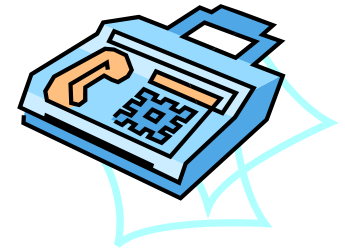
- Applicants can submit through [MAhealthconnector.org](http://MAhealthconnector.org) website
- Health Assistance component of Virtual Gateway Common Intake was removed on 12/30/13 (SNAP, WIC, SNP, and other programs remain in Common Intake)
- Until the Navigator/CAC portal is available:
  - CACs can guide patients/clients through the online Ind./Families Portal
  - Until trained/certified, remaining Virtual Gateway users can:
    - Direct them to complete online application at [MAhealthconnector.org](http://MAhealthconnector.org): Can complete at home, in library, or on a PC at your facility, if set up for this
    - Provide them with paper application (ACA-2) to complete and submit
    - Refer to Customer Service to complete phone application
    - Refer to a CAC organization, or a certified ACA Navigator organization. Lists of these organizations are available on the [MAhealthconnector.org](http://MAhealthconnector.org) website. Lists continue to be updated as organizations become certified.



## Submitting Health Applications – Paper / Phone

### • Paper applications:

- “ACA-2” – For age under 65
  - Use the new ACA-2 application—the MBR is now obsolete.
  - If the old MBR is received after January 1st, will require follow-up for MAGI and other information in order to determine eligibility.
- SMBR – For age 65 and over or long-term care in facility
- Faxing Tips
  - Fax one application per cover sheet. Do not fax multiple applications per cover sheet.
  - Be sure to fax all pages of any document, like the application, which is double-sided



### • Phone Applications

- Applicants can call customer service to apply by phone
- Phone applications take a long time. Caller must have certain information/documentation available to him/her at the time of the call.





## MAP & EVS – Checking status

- My Account Page (MAP) remains available and works the same way for populations you have always used it for.
- In addition, we are working intensively right now to provide the same or similar information in MAP about individuals and families who applied for ACA post-1/1 coverage. Stay tuned - more to come very soon on this!
- MassHealth's Eligibility Verification System (EVS) continues to be available to MassHealth providers who already use it and MMIS, and is updated with members' coverage type (including temporary coverage and "mapped" members) and managed care enrollment





## Calling Customer Service / Checking Status

Customer Service	Number	Reason for Call
MassHealth Customer Service (Maximus)	1-800-841-2900	<ul style="list-style-type: none"> <li>Apply for individual (non-group) coverage over the phone</li> <li>Ask about the status of an existing application</li> <li>Report a change to an existing application</li> <li>Report a technical problem with HIX</li> </ul>
Health Connector Customer Service (Dell)	1-877-623-6765	<ul style="list-style-type: none"> <li>Apply for individual (non-group) medical and dental coverage over the phone</li> <li>Ask about the status of an existing application</li> <li>Report a change to an existing application</li> <li>Ask about enrollment status</li> <li>Report a technical problem with HIX</li> <li>Assistance with password or login issues on HIX</li> </ul>
EHS Help Desk (Virtual Gateway Help)	1-800-421-0938	For HIX users who are having password or login issues on HIX
MassHealth Enrollment Centers (MEC)	1-888-665-9993	<ul style="list-style-type: none"> <li>Questions about eligibility for subsidized coverage</li> <li>Ask about the status of an existing application</li> <li>Report a change to an existing application</li> </ul>
No Wrong Door #	1-855-624-4584	Self-service phone system that routes a caller to either MassHealth Customer Service or Health Connector Customer Service. This system is for the individual who is not sure how to start the process of applying for coverage.



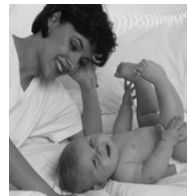
## CAC Certification – Training Update

### CAC Certification - Phase I

- Subset of VG orgs trained in September 2013
- Certification continues to be valid
- Invitations to take enhanced eligibility training and print certificate going out in January

### CAC Certification - Phase II

- All remaining VG orgs sent CAC information late November 2013
- Training started in Learning Management System 12/23/13





## Details: Certified Application Counselors (CACs)

### Certification Process – Phase I orgs – Next Steps

- 1) Lead CAC Trainer receives notification of invite to CACs to take additional training in the LMS
- 2) Individuals—current CACs receive training invitation from “MAhealthconnectorTraining”
- 3) Individual logs into LMS, takes training, prints certificate
- 4) Lead CAC trainer uses new form to submit new/turnover staff names for training and certification

Starting soon



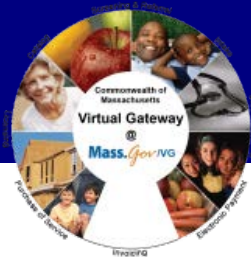


## Details: Certified Application Counselors (CACs)

### Certification Process – Phase II orgs

- 1) Welcome email/CAC agreements sent November 2013
- 2) Organization submits CAC agreement and forms
- 3) Organization's contact or Virtual Gateway Access Administrator submits names of staff to be trained
- 4) Individuals receive training invitation from MAhealthconnectorTraining
- 5) Individual logs into Learning Management System (LMS), takes training, prints certificate

Started 11/2013



## Details: Certified Application Counselors (CACs)

### Certification Process – Phase II orgs - FAQs

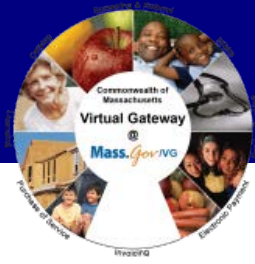
- **Who is being contacted at my organization?**
  - Welcome emails were sent to the contract contact (if known) or the Virtual Gateway Access Administrators (VG AA) we have on file for your organization
- **I don't think anyone from my org has been contacted, or I think the welcome email might have gone to the wrong individual(s). What should I do?**
  - Email the CAC Implementation team: [CACImplementation@state.ma.us](mailto:CACImplementation@state.ma.us)
  - Include the name and email address of your contract contact and/or a lead trainer for your organization
  - Let the team know your organization may not have received their Welcome email, or that it may have gone to the wrong person



## Details: Certified Application Counselors (CACs)

### Certification Process – Phase II orgs – FAQs, Cont'd...

- **What happens after we submit our signed contract?**
  - We send the VG AA or training contact a Request for CAC Training form.
  - That person completes the form and emails names of staff they want to have trained as CACs
  - Names are uploaded into our Learning Management System (LMS)
  - A training invitation is automatically generated directly to each individual (using the email address that was provided)
- **How long does the certification process take?**
  - As soon as the individual receives their training invitation, he/she can log into the LMS and take their training—it's all through online courses
  - How long it will take depends on each individual's experience with eligibility, their learning style/pace, whether learner wants to print some of the content or go back over something, etc.
  - As soon as the individual completes their last course, a link to print their certificate displays



## Summary: Certified Application Counselors

- For a VG organization to become a CAC organization, it must have signed the Agreement and received training on new ACA Policy/Eligibility requirements as well as on the new [MHhealthconnector.org](http://MHhealthconnector.org) website.
- Additional outreach and education to reinforce CAC and Navigator trainings continues through the Massachusetts Health Care Training Forum (MTF) infrastructure:
  - Includes conference calls, email updates, and continuing trainings



# Questions?

