

# Massachusetts Health Care Training Forum (MTF)

## How to Enroll in a MassHealth Health Plan

December 2015



# Agenda

- **Who is eligible to enroll in a MassHealth Health Plan**
- **How can a member enroll in a health plan**
- **Health Plan Availability**
- **How to use the online enrollment form**
- **Enrollment Effective Dates**
- **Questions**

## Who is eligible to enroll?

- **Generally, members determined eligible for MassHealth Standard, CommonHealth, and Family Assistance will have the option to enroll in one of five Managed Care Organizations (MCOs) that are available in their region or in the Primary Care Clinician (PCC) Plan if they do not have other third-party insurance**
- **Generally, members determined eligible for CarePlus must enroll in a managed care plan if they do not have other third-party insurance. They will have the option to enroll in an MCO that is available in their region or the PCC Plan.**

## How Can a Member Enroll in a Health Plan?

- For MassHealth health plan enrollment, most members will receive an enrollment package in the mail. Members can enroll in a plan by:
  - Visiting the MassHealth website ([www.mass.gov/masshealth](http://www.mass.gov/masshealth)) and completing the online form, or
  - Completing and mailing the paper enrollment form, or
  - Calling MassHealth Customer Service

## Health Plan Availability

**MassHealth Standard, CommonHealth, and Family Assistance members who do not have other third-party insurance can choose an MCO that is available in their region or the Primary Care Clinician (PCC) Plan.**

- **Boston Medical Center HealthNet Plan – Statewide**
- **Fallon Community Health Plan – Central Mass Region**
- **Health New England – Western Mass Region**
- **Neighborhood Health Plan – Statewide**
- **Network Health – Statewide**
- **Primary Care Clinician (PCC) Plan - Statewide**

**NOTE: Some statewide MCOs are not available on the Islands.**

## Health Plan Availability

**MassHealth CarePlus Members who do not have third-party insurance can choose an MCO that is available in their region or the Primary Care Clinician (PCC) Plan.**

- **Boston Medical Center HealthNet Plan - Statewide**
- **CeltiCare Health Plan – Statewide**
- **Fallon Community Health Plan – Northern and Central Mass Regions**
- **Neighborhood Health Plan – Statewide**
- **Network Health – Statewide**
- **Primary Care Clinician (PCC) Plan - Statewide**

**NOTE: Some statewide plans are not available on the Islands.**

## How to Use the Online Enrollment Form

An online enrollment form is now available on the MassHealth website ([www.mass.gov/masshealth](http://www.mass.gov/masshealth)). MassHealth members may be able to enroll in a health plan online if they or members of their family recently:

- became eligible for MassHealth;
- became eligible to re-enroll in a health plan;
- were enrolled with a health plan or a primary care provider that is no longer available through MassHealth; or
- are currently enrolled in a MassHealth plan and have to change their health plan.

# How to Use the Online Enrollment Form

[www.mass.gov/masshealth](http://www.mass.gov/masshealth), click Enroll In A Health Plan, then click Enroll Now

**MassHealth Managed Care Organization (MCO) Enrollment Form**

**Member Information**

First Name  Last Name

MassHealth ID  Last 4 of SSN #

Address  Apartment or Addl. Address

City  State

Zip  Member Phone

**Plan Information**

[Click here for plans available under MassHealth CarePlus](#)

[Click here for plans available under MassHealth Standard, CommonHealth, Family Assistance](#)

Health Plan  Doctor or Health Center

Doctor Phone

Address

City  State

Zip

**Health Insurance Other Than MassHealth**

Health Insurance  Policy ID

Policy Holder



## How to Use the Online Enrollment Form

### **MCO Enrollment**

- **Members who enroll in an MCO are not required to choose a Primary Care Provider (PCP) at the time of enrollment. However, if they do not choose a PCP at the time of enrollment, they will be required to call the MCO and choose a PCP or the MCO will choose one for the member.**

### **PCC Plan Enrollment**

- **Members who enroll in the PCC Plan will be required to choose a PCP at the time of enrollment.**

## Enrollment Effective Dates

Enrollment forms submitted online are typically processed the same day they are received.

Plan enrollment effective dates generally follow these rules:

- **PCC Plan enrollment – Same day**
- **MCO Enrollment – 1 Business + 1 Calendar day**
- **CarePlus MCO Enrollment – 1<sup>st</sup> of month**

Exceptions can be considered on a case-by-case basis.

# QUESTIONS