Using the New MassHealth Choices Website

November 2017
Overview

1. Green-stripe letter
2. MassHealth Choices Home Page
4. MassHealth Choices – Compare Plans
5. MassHealth Choices – Find a Primary Care Provider
6. Using the Online Enrollment Form
Member receives green-stripe letter

Important News About Your MassHealth Health Plan

Dear [Member Name],

On March 1, 2018, MassHealth will introduce new health plans designed to keep you—and your providers—focused on your health goals. Your primary care provider (PCP), your MassHealth ACO, is joining one of these new health plans, MassHealth ACO, an Accountable Care Organization (ACO) Partnership Plan. Starting March 1, 2018, we are enrolling you in this plan so that you can continue to receive care from your PCP. Please note, even though your health plan is changing, your MassHealth benefits will stay the same.

What do I need to do?

You may want to confirm that other doctors, specialists, behavioral health providers, and hospitals that are most important to you are part of your new health plan. You can do this in the following ways:

- Checking your new health plan’s website (ACO_URL)
- Calling your new health plan at (ACO_PHONE)
- Checking the MassHealth website at MassHealthChoices.com
- Contacting your doctors, specialists, behavioral health provider, and/or hospitals

GOOD NEWS!

If you are happy joining your new health plan with your PCP, you DO NOT need to do anything.

Important Dates

March 1, 2018

If you don’t choose another health plan, on March 1, 2018, you will be enrolled in your MassHealth ACO.

May 31, 2018

You have until May 31, 2018, to try out your new health plan and change plans for any reason.

What happens next?

If you don’t do anything before March 1, 2018, you will get a welcome packet from your new health plan that will explain how to get the most out of your health plan benefits. You will continue to use your current MassHealth ID card (the card with the picture of MassHealth on it), and you’ll also receive a member ID card from your new health plan. Please bring both cards to all of your appointments.

How do I change my health plan or get more information?

ONLINE

Learn more about your health plan options and how to change your plan at MassHealthChoices.com.

You can also read about health plan options in the enrollment guide sent to your household and available at mass.gov/masshealth.

CALL

You can also phone us at 1-800-841-2900 (TTY: 1-800-897-8668) to talk to someone about the information in this letter.

MAIL or FAX

Fill out the enrollment form, available at MassHealthChoices.com, and mail or fax it to us.

IN-PERSON

Attend one of the enrollment events, where MassHealth customer service representatives will be on hand to help you. Go to mass.gov/masshealth for more info.

Talk to a Certified Application Counselor or Navigator, who can also help you with your application. To make an appointment, go to https://www.MAhealthconnector.org/help-center and click the “Find an Enrollment Assister” button.

If your MassHealth eligibility changes, it may impact your health plan enrollment. If you are no longer a MassHealth member, please disregard this letter.

Sincerely,
MassHealth

Please Note: You can get this information in large print or braille. Call 1-800-841-2900 from Monday through Friday, 8:00 a.m. to 5:00 p.m. TTY: 1-800-407-4648 for people who are deaf, hard of hearing, or speech disabled.
The member reads their letter...

All letters have a “How do I change my health plan or get more information” section that encourages members to visit MassHealthChoices.com for support.

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The member navigates to the site

Member opens up their internet browser (Chrome is preferred) and types www.masshealthchoices.com into their web address bar.
The member arrives at the home page

The member now has access to a wide range of information and tools to help them Learn, Compare, and Enroll.
Step 1: Learn

The **Learn** section of MassHealth Choices provides important information about MassHealth. This information can also be found in the MassHealth Enrollment Guide.
Navigating through the Learn section

When the user clicks ‘Learn’ on the MassHealth Choices home page, they are brought to the Learn landing page. This provides an introduction to MassHealth and allows the users to view Learn topics on the right-hand-side menu.
What topics can members learn about?

These are the five high-level educational subjects that can be found in the MassHealth Choices Learn section:

- Do you need to choose a health plan?
- Choosing a health plan
- Choosing a primary care provider
- Changing your health plan
- Getting care after you enroll
Once they’ve “Learned”...

It’s now time to **Compare Plans**. The Compare Plans tool helps members see which MassHealth health plans are available where they live. To get started, all they have to do is enter their ZIP code.
Entering zip code where they live

As an example, I’ve typed in the ZIP code 01201 (Pittsfield).

Once I click the ‘Go’ button, a list of health plan options available in that corresponding service area will populate on the page.
All health plan options in the service area will populate on the page. The user can scroll through the different options to view each plan.
Selecting plans for a closer look

Once the member has scrolled through all of their options, they can select up to three plans to compare side-by-side. This allows the member to see what types of extra benefits or special program one plan has versus the another.

Select up to 3 plans and then click the 'Compare>' button.
Comparing and contrasting

Members can see how plans compare to one another in a side-by-side view. They can review plan details such as: plan descriptions, member card images, digital tools, pregnancy benefits, healthy kids programs, healthy living, and health education programs, and view links to provider/hospital information.
Changing the plan selections

If the member decides they want to compare different plans than what they initially selected, they can simply click the blue square with the white ‘x’ to close out a column.

A drop-down will then replace where that plan information was previously displayed. The user can select from a list of plans, which are those available in their service area.

![Plan Comparison Example]
Searching for providers

If the member scrolls to the bottom of each health plan profile, they will find a section that provides **Provider Directory Links**. This section will direct the member to the right place when searching for Primary Care Providers, Specialist Providers, and Behavioral Health Providers.
# Provider Directory Matrix

Use this table as a guide to help members search for different kinds of providers:

<table>
<thead>
<tr>
<th>Health Plan Type</th>
<th>Primary Care Providers</th>
<th>Specialist Providers</th>
<th>Behavioral Health Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACO Partnership Plan</td>
<td>MassHealth Choices <a href="https://www.mass.gov">Find a Primary Care Provider Tool</a></td>
<td>Health Plan’s Provider Directory</td>
<td>MassHealth Behavioral Health Partnership</td>
</tr>
<tr>
<td>Primary Care ACO</td>
<td>MassHealth Choices <a href="https://www.mass.gov">Find a Primary Care Provider Tool</a></td>
<td>MassHealth Provider Directory on mass.gov</td>
<td>MassHealth Behavioral Health Partnership</td>
</tr>
<tr>
<td>Managed Care Organization</td>
<td>Health Plan’s Provider Directory</td>
<td>Health Plan’s Provider Directory</td>
<td>Health Plan’s Provider Directory</td>
</tr>
</tbody>
</table>
If the member is interested in an ACO

If the member decides that they want to find a PCP in one of the ACO health plans, they can search using the **Find a Primary Care Provider** tool.
Using the Find a PCP tool

To begin, the first step is again for the member to enter their home location into the tool. They can do this either by supplying their home address, the zip code they live in, or the city/town they live in. They can select their preference using the radio buttons you can see below:

**THIS TOOL IS ONLY FOR FINDING ACO PCP’s.**

![Find a primary care provider](image-url)

Let’s search for a primary care provider near where you live.

Starting on March 1, 2018, the MassHealth program will be adding new health plan choices for you to enroll in. You can see which primary care providers will be available in the different MassHealth health plans.

- **Address**
- **ZIP code**
- **City/Town**

Located within

5 miles

Address

Enter a street address

City/Town

Enter a city/town

Next
Entering a location and search radius

As an example, I am going to use 35 Sherwood Drive in Pittsfield.

I am searching for primary care providers within 20 miles (default is 5 miles) of this address. I click the ‘Next’ button to filter my search further.
Filtering the PCP search

Once you click ‘Next,’ additional drop-down menus will appear on the page. These menus allow the user to refine their results by health plan, provider type, or by entering in the provider name. All of these filters are optional.
Filtering by health plan

In this scenario, we are going to filter by ACO health plans so that we only get results in the plan we’re interested in.

If you recall from the earlier Compare Plans search, Community Care Cooperative was one of the three plans I was interested in. I’m going to filter my search so that I am only looking at PCPs that accept that plan. Once selected, click the ‘Find providers’ button.
Provider results

Below is an example of a provider result based on the search criteria entered. You can see that the plan accepted is Community Care Cooperative and the provider’s office is 17.75 miles away from the address entered.

Located within 20 miles of

Address
35 Sherwood Drive

City/Town
Pittsfield

COMMUNITY CARE COOPERATIVE (C3)

WORTHINGTON HEALTH CENTER
58 Old North Rd
Worthington, MA 01098
Phone: 413-238-5511
Provider type: COMMUNITY HEALTH CENTER (CHC)
Accepting new patients: Yes

Plans accepted: COMMUNITY CARE COOPERATIVE (C3)
Once the member knows which PCP they want, they should always call the office to confirm 1) that the provider is accepting new patients, and 2) that the provider currently accepts the plan they’re interested in choosing.

The provider’s phone number can be found in the search results on the Find a PCP tool.
Next Steps: Part II

Once the member confirms the provider can take them, they should fill out an online enrollment form. They can do this directly from the MassHealth Choices website by going to the Enroll page.
Best way to enroll

The easiest way for a member to submit an enrollment form is using our online enrollment form. They can access this by clicking the ‘Get started’ link under the Online option.

It’s quick and easy to enroll! Here are the ways you can enroll.

**Online**
Enroll online using your computer.

**Get started >**

**By phone**
Call the MassHealth Member Customer Service Center. We can help!

- **Toll-free number:** 1-800-841-2000
- **TTY:** 1-800-497-4648
- **Hours of operation:** Monday – Friday, 8:30 a.m. – 5:00 p.m.
- We can speak with you in other languages.

**By mail or fax**
Fill out the MassHealth Health Plan Enrollment Form.

Mail the form to:
MassHealth Program
P.O. Box 120045
Boston, MA 02112-9912

Fax number: 617-988-8908
Filling out the form

After clicking ‘Get started,’ the member is then brought to the online form.
Online form: Introduction

The top section of the page has important information about plans that are no longer going to be available to MassHealth members.

There is also information about who should be using the form – the form is only for members enrolling in an MCO, ACO, or the PCC Plan.

Members can use this form to change health plans now and to prospectively change the plan they have been assigned on March 1, 2018.

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Enroll in or change your plan

Starting on March 1, 2018, we will offer more health plan choices so you can get the health care you need. As a result, several of the health plans previously included on this form are no longer available to new members. The following plans are not taking new members:

- CeltiCare
- Fallon Health
- Health New England
- Neighborhood Health Plan

To learn more about health plan choices available on March 1, 2018, go to www.masshealthchoices.com

Is this form for you?

Certain members in the MassHealth program will need to enroll in a health plan. Use this form if you:

- Are under 65
- Do not have other insurance (including Medicare)
- Live in a community (for example, not in a nursing facility), and
- Are in MassHealth Standard, CommonHealth, CarePlus, or Family Assistance.

If you have questions about your plan options, please call MassHealth Customer Service 1-800-841-2900 (TTY: 1-800-497-4848), Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.
Step 1: New Member or Changing Plan

The first thing the member must do is indicate whether they are:

- New to MassHealth and will be selecting a plan for the first time, OR,
- Are currently a MassHealth member and using the form to switch plans

All of the members who receive a green-striped letter are current MassHealth members. They should be selecting the ‘Change’ option when using this form.
Step 2: Member information

The next step is for the member to enter their information such as Name, Address, MassHealth ID number, Last 4 Digits of SSN, and Contact Information.

You must enter all fields in this section except for:

- Street Address #2 (Apartment or Additional Address)
- Last 4 of SSN
- Email address
Step 3: Selecting your health plan

The member must select a health plan in order to submit this form. The list of health plan choices populates based on the zip code that was entered in Step 2.

Step 3: Choose your health plan

To compare health plan options available on March 1, 2018, go to www.masshealthchoices.com/compare
To see current available health plan options:

- Plans Available for Members in MassHealth CarePlus
- Plans Available for Members in MassHealth Standard, CommonHealth, and Family Assistance
Step 3: Pittsfield Scenario

Back to the scenario from earlier, I entered my 01201 zip code into the form. The drop-down for health plan options then populated with the plans available.

I can see Community Care Cooperative as an option, so I select it as my choice.
Step 4: Primary Care Provider

In this section, members should enter their desired primary care provider. As the language indicates, members who leave this section blank will have a PCP assigned to them by MassHealth.

There are two instances where the member MUST fill out the PCP information: for the Primary Care ACO health plans and the PCC Plan. If a member is choosing an Accountable Care Partnership Plan or an MCO, this information is not required but still strongly encouraged.

If in the Primary Care ACO or PCC Plan, all fields in Step 4 are required.

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**Step 4: Tell us about your primary care provider (PCP)**

You must choose a primary care provider (PCP). Please note: If you do not choose a health plan, MassHealth will pick a plan for you. If you pick a health plan, but not a PCP, the plan will assign a PCP to you.

To search for a PCP that accepts plans available on **March 1, 2018**, go to [www.masshealthchoices.com/compare/find-primary-care-provider](http://www.masshealthchoices.com/compare/find-primary-care-provider)

<table>
<thead>
<tr>
<th>PCP Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PCP Street Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MA</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>(__) _______</td>
</tr>
</tbody>
</table>
Step 4: Pittsfield Scenario

Since Community Care Cooperative is a Primary Care ACO health plan, I am required to enter my desired PCP.

This is where I can enter the provider I found in the Find a Primary Care Provider tool on MassHealth Choices. All of their information can be found in the provider results.

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<table>
<thead>
<tr>
<th>PCP Name</th>
<th>Worthington Health Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCP Street Address</td>
<td>58 Old North Road</td>
</tr>
<tr>
<td>City</td>
<td>Worthington</td>
</tr>
<tr>
<td>State</td>
<td>MA</td>
</tr>
<tr>
<td>ZIP Code</td>
<td>01098</td>
</tr>
<tr>
<td>Phone Number</td>
<td>413-238-5511</td>
</tr>
</tbody>
</table>
Step 5: Other health care coverage

The last step is for the member to provide information about any secondary insurance they have. In most cases, the members receiving the green-stripe letter will not need to fill this section out. None of these fields are required.
Step 6: Submit the form

Once the form is submitted, the enrollment will be processed.

If there are issues or questions about the information entered in the form, MassHealth Customer Service will reach out to the member.

Thank You

Your enrollment form has been submitted. If all the information is accurate, you will receive a confirmation letter in 7 to 10 days. If it is not you will be contacted by MassHealth Support to correct any issues.

Please call MassHealth Support at 800-841-2900 if you have any questions.

Click here to access the MCO Enrollent Form
Thank you.