

MassHealth Updates

Massachusetts Health Care Training Forum
October 2016



MassHealth Updates

1. ACA-3 Application and Member Booklet Revision
2. Application Completion and Verification Tips
3. Springfield MassHealth Enrollment Center
4. MassHealth Outreach Renewal Events
5. Asset Verification System (AVS)

ACA-3 Application and Member Booklet Revision Update

ACA-3 Application Revision October 2016

- The Massachusetts Application for *Health and Dental Coverage and Help Paying Costs* (ACA-3) and Member Booklet was revised October 2016. Revisions include:
 - Step 1, Person 1 (page 1):
 - The request for a Social Security number was removed from the first page of the application. Providing information about how a SSN will be used and when it is optional, will be known prior to the applicant providing it on the application.
 - The “no home address” box was moved up and is now before Home Address is requested in order to avoid confusion where people enter an address and also check the box.
 - The question “Were you ever in foster care?” has been moved to after the BCC and HIV questions in order to improve information flow.
 - Current Job: “Quarterly” is now a selection option for the pay frequency under wages/tips question.

ACA-3 Application Revision October 2016 (continued)

■ Additional ACA-3 October 2016 Revisions include:

- Deductions section: The order of the listed deductions was corrected, and “Enter amount up to the maximum deductible allowed by the IRS” was added to clarify what information is needed.
- Step 4 section: A “start date” was added to each coverage type in in “Your Household’s Health Coverage” section.
- An updated Mail-In Agency Voter Registration Form.

Member Booklet Revision October 2016

- The Member Booklet was revised in October 2016. Revisions include:
 - A new section (3) was added with language for new MCO fixed enrollment period and PCC prior authorizations.
 - The Health Connector section was revised with new language regarding the availability of Advance Premium Tax Credits (APTC's) and the need to file taxes if you choose to receive them.
 - References to years and affordability information were updated, including an insurance affordability chart.
 - Reminders about premium payments and due dates and information on cost sharing options for American Indians and Alaskan Natives were also included in the Health Connector section of the revised Member Booklet.

Member Booklet Revision October 2016 (continued)

- MassHealth Enrollment Center (MEC) addresses were updated.
- Identity proofing information was added to the citizenship and immigration section.
- The “where to get help” section was reorganized, adding walk-in centers for the Health Connector, and help desk information for Health Safety Net (HSN), and clarifying which items apply to MassHealth, HSN, or the Health Connector.

Ordering Paper Applications

- Applications are available for download on the MassHealth website www.mass.gov/masshealth using the left navigation bar *Apply for Health Coverage*.
- To order paper applications
 - Call: 1-800-841-2900
 - Fax a request: 617-988-8973
 - Email a request: publications@mahealth.net

Application Completion and Verification Tips

Application Completion and Verification Tips

- When sending documents include:
 - Name of the head of household along with the head of household date of birth.
 - A telephone number to reach applicants and members, in instances where additional outreach is needed to members.
 - When self-attesting to “no income” or proof of residency etc., please sign and date the letter.
 - When using a lease as verification, a record of the most recent rent payment (receipt) must accompany it.

Application Completion and Verification Tips (continued)

■ Immigration Status:

- In order to submit an unexpired foreign passport, the status that should be selected is “Non-immigrant status”(visa)
- An unexpired foreign passport would be used for individuals who have a Visa.
- Visa information can be found at the back of applicants passport. When assisting an applicant and they present with an unexpired foreign passport check to see if a visa is attached in the back.
 - If it is, the unexpired foreign visa must be photocopied and submitted along with the unexpired foreign passport for proof for immigration “status”.
 - The foreign passport itself shows that the applicant does have a passport (traveling document), but is not necessarily proof of immigration status.

Application Completion and Verification Tips (continued)

■ Immigration Status:

- In order to enter an unexpired foreign passport in the system, check the box next to “Check this box if FN LN has an eligible immigration status:”
- An unexpired foreign passport may be used for individuals who also have a Visa.
 - Be sure to data enter all the required fields accurately
- If the online system is unable to verify Immigration status electronically a RFI will be generated

Springfield MassHealth Enrollment Center

- The Springfield MassHealth Enrollment Center (MEC) moved on October 3rd.
- The new address is:
 - 88 Industry Avenue
 - Springfield, MA 01104
- The hours (no change) are Monday through Friday 8:45 a.m. to 5:00 p.m.
- Parking is available.
- Pioneer Valley Bus Transportation is available. Take Route G2 –Carew-East Springfield/Belmont-Dwight Road.



MassHealth Outreach Events

MassHealth Outreach Events-MassHealth Fall 2016

- MassHealth continues to partner with local Community Health Centers (CHC's) and community partners to host renewal walk-in events.

DATE	LOCATION	TIME
October 20, 2016	Salisbury Public Library 17 Elm St. Salisbury, MA 01952	11 am to 4 pm
November 2, 2016	Codman Square Health Center 637 Washington St. Boston, MA 02124	10 am to 4 pm
November 8, 2016	Brockton Neighborhood Health Center 63 Main St. Brockton, MA 02301	10 am to 4 pm
November 9, 2016	Franklin Hampshire Career Center One Arch Place 2nd Floor Greenfield, MA 01301	10 am to 4 pm
November 16, 2016	Mattapan CHC 1575 Blue Hill Ave Mattapan, MA 02126	10 am to 4 pm

- For more dates and locations go to mass.gov/masshealth at *MassHealth Events*

Asset Verification System

Asset Verification System (AVS)

- Under Federal Law, MassHealth is required to implement an Asset Verification System (AVS).
 - An AVS is an automated electronic asset verification system used to help verify (asset) eligibility for Medicaid.
- The AVS will conduct electronic matches of financial institutions in an attempt to identify bank accounts for members and applicants whose benefits are subject to an asset test to determine eligibility.
- The AVS will allow MassHealth to query large multinational banks, regional and online banks, and small financial institutions and credit unions in a effort to verify assets.
- MassHealth has chosen Public Consulting Group (PCG) and their Asset Verification System (AVS) data partner Acuity, to facilitate the collection of information from financial institutions.

Asset Verification System (AVS) (continued)

- MassHealth will begin using the AVS in November 2016. Using information from the SACA-2 (senior application), MassHealth will send information to PCG to facilitate requests for bank information from financial institutions.
- The SACA-2 application will continue to request that the member send verification of assets.
- Once the AVS system is implemented it will diminish the need for applicants and members to submit bank statements.
- There may, however, be situations where MassHealth will request bank statements from applicants or members even after AVS is implemented in order to insure an accurate benefit is determined.
- A Provider Bulletin will be issued with further details once the AVS implementation date is finalized.

Questions?