

# MassHealth Updates

Massachusetts Health Care Training Forum  
October 2017



# Agenda

- ACA-3 and Member Booklet Revision
- Notice of Birth (NOBs) Update
- SACA-2 and Senior Guide Revision
- Senior Care Options (SCO) Update
- One Care Update
- MassHealth Customer Service: Self-Service Feature
- MassHealth Supports as a Result of Hurricanes Harvey, Irma, and Maria

# ACA-3 and Member Booklet Revision

- Updates include:
  - Added Student Health Insurance Plan (SHIP) Premium Assistance Program information. For more information call at 1-855-273-5903
  - Additional member assistance walk-in center:
    - Quincy office (100 Hancock St., Quincy MA 02171)
  - Update to language includes:
    - “nursing home” to “nursing facility”
    - “have special health care needs” to “are medically frail”
    - “substance use disorder” to “addiction”
  - Slight updates to the enrollment section
  - New “medical hardship” section to HSN
  - Slight change to what used to be the “interpreter” section
  - Clarify information about “MAGI”
- Updates will continue to reflect the online application at [MAhealthconnector.org](https://MAhealthconnector.org)

# Notice of Birth (NOB-1) Update

# Update: How to Submit the NOB-1 Form

- A bulletin will be provided in the next few weeks by MassHealth, letting all NOB-1 form users know when to make the following changes.
- NOB-1 forms **must be faxed in only**
- All NOB-1 forms must be faxed to MassHealth as indicated on the form; **forms should *not* be mailed in nor the data called in.**
- Faxing them is the **quickest** way for them to be entered into the system, and allows them to be tracked correctly.
- Providers will no longer have to mail the NOB-1 forms to MassHealth, and MassHealth will no longer mail them back to providers.

# How to Submit the NOBs Form (continue)

- **Don't provide BABY BOY/BABY GIRL on the NOB-1 forms**
  - When providers use “BABY BOY” or “BABY GIRL” as the newborn’s name, MassHealth cannot enter the newborn in our system.
    - Any forms received with that information are pended until MassHealth personnel can contact parents or hospital staff to get the newborn’s actual name.
  - NOBs without Full names cause more than one MassHealth ID to be assigned to the case. This causes more delays in paying claims and confusion to providers and members on which MassHealth ID to use.
  - Therefore, MassHealth reminds providers NOT to use “BABY GIRL” or “BABY BOY” and provide full names because without those key information, it can cause delays in processing, which can result in delays in payment of claims.
- **MassHealth will let providers know in the next few weeks when they no longer have to mail in the NOB-1 form after it's been faxed.** MassHealth uses the mailed in form to send back the newborn’s eligibility information to the providers, but using Eligibility Verification System (EVS) is a faster and more efficient way for providers to get this data, so stopping the mailings will save providers time and postage.

# **SACA-2 and Senior Guide Revision Update**

# SACA-2 and Senior Guide Revision

- Updates include the following:
  - Removal of instructions for Special Enrollment Period (SEP), as Supplement D is no longer used
  - Removed reference to income under the “who can apply section”, as everyone has a right to apply
  - Removed references to specific years
  - Updated language:
    - “nursing home” to “nursing facility”
  - Edited “What you may need to apply” to match web page
  - Edited “What happens next” to include enrollment information
  - Moved the incarceration question from the signature page to the body of the application
  - Reworded capital gains and farming and fishing income questions to allow for a loss
  - Section 6, #13: moved language about allowing the Health Connector to use information for future years, to the *I Agree to the Following Statements* section.
- Updated the Authorized Representative Designated (ARD) form

# Senior Care Options (SCO) Update

# Senior Care Options (SCO)

- SCO is a comprehensive health plan that covers all of the services normally paid for through Medicare and MassHealth.
- This plan provides services to members through a senior care organization and its network of providers. SCO offers the opportunity to receive quality health care by combining health services with social support services. It does this by coordinating care and specialized geriatric support services, along with respite care for families and caregivers.
- SCO offers an important advantage for eligible members over traditional fee-for-service care.
- There are no copays for members enrolled in SCO.

# Senior Care Options (SCO) (continue)

- Beginning April 1, 2017, **current MassHealth only members, aged 65 – 84**, are being provided an opportunity to join the SCO program.
- Selected members receive MassHealth notices providing information about the program and enrollment into a plan 60 days and 30 days before their effective enrollment date.
- Members enrolled in the following programs are **not impacted**:
  - One Care
  - PACE
  - Members in the Frail Elder Waiver Program
  - Members in the Money Follows the Person Waiver Program
  - Members in the Department of Development Services Waiver Program
  - Members residing in a nursing facility, hospice, or an ICF-ID facility
  - Members with an End Stage Renal Disease (ESRD) status.
  - Members receiving benefits through an employer or union.

# Senior Care Options (SCO) (continue)

- **What do members need to do?**
  - If members **choose to be enrolled** in the assigned SCO plan, they **do not need to do anything**.
  - If members want to be in a SCO plan, but want to switch to a different SCO plan they can by contacting **MassOptions** at 1-888-885-0484.
  - If members do not want to join a SCO program, they can opt out of the program by contacting MassOptions.
- **What if members decide to dis-enroll from the SCO plan later?**
  - SCO members can dis-enroll from their SCO plans for any reason and at any time.
  - If a member requests disenrollment from a SCO plan, SCO enrollment ends on the last calendar day of the month of their request.
- For questions, contact **MassOptions** at **1-888-885-0484** or by email at **[SCOoperationsunit@massmail.state.ma.us](mailto:SCOoperationsunit@massmail.state.ma.us)**.

# One Care Updates

# One Care Updates

## Online enrollment into One Care is now available:

- Members who wish to enroll in One Care can now do so online
- To enroll, visit the One Care website at [www.mass.gov/one-care](http://www.mass.gov/one-care) and click on “I’m ready to enroll in One Care!”

## ■ One Care Passive Enrollment:

- MassHealth is planning another round of passive enrollment for an effective enrollment date of January 1, 2018
- As previously, this round will include two groups of MassHealth members:
  - Members who are currently eligible for One Care, and
  - Members who will gain Medicare eligibility as of January 1, 2018 (“new dual eligible”)

# One Care Updates (continue)

- Members being included in passive enrollment will receive **one notice 60 days in advance** of the passive enrollment date, and **another notice 30 days in advance**
- Members may choose to enroll in One Care for an earlier effective enrollment date, may choose to enroll in a different One Care plan if available in their area, or may choose to opt-out.

**Visit us at: [www.mass.gov/one-care](http://www.mass.gov/one-care)**

**Email us at: [OneCare@state.ma.us](mailto:OneCare@state.ma.us)**

# MassHealth Customer Service: Self-Service Features

# MassHealth Customer Service: Self-Service Features (continue)

- MassHealth Self-Service feature of the Customer Service line is available 24 hours a day, 7 days a week for general member information:
  - Verify MassHealth Coverage:
    - Members can confirm enrolled benefits
    - Confirm health plan name
    - Health plan phone number
    - Verify address information
  - Request a MassHealth Application:
    - Take a survey to determine MassHealth eligibility
    - Order a MassHealth application
    - Obtain a list of local Community Health Centers

# MassHealth Customer Service: Self-Service Features (continue)

- Check PT-1 (Prescription to Transportation)
  - PT-1 status for forms received in the last 2-weeks
  - Reasons a PT-1 was either mailed back to the prescribing providing or denied
- Premium Billing Invoices and/or Notices
  - Multiple account lookup
  - Breakdown of current balance and due date
  - Previous payments received lookup
  - Calculation on Premiums
  - Pay your balance through phone, website, or by mail
- Eligibility Verification System (EVS): MassHealth Providers with should continue to use EVS to verify member information at every point of contact.

# MassHealth Support as a Result of Hurricanes Harvey, Irma, and Maria

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- On August 25, 2017 Hurricane Harvey made landfall in Texas. Approximately a week later Hurricane Irma hit several Caribbean islands including Puerto Rico before making landfall in Florida. Shortly thereafter, Puerto Rico was impacted by Hurricane Maria. Some individuals are evacuating and seeking out family and friends in Massachusetts.
- Applicants who have evacuated from the storm-affected areas may have little documentation. MassHealth has developed processes to streamline the application process for hurricane evacuees.
- MassHealth has also established a **dedicated customer service number** to ensure that hurricane evacuees, enrollment assisters, and community organizations have expedited access to information and application assistance.

**1-844-748-3928**  
**(TTY: 1-800-497-4648)**

# MassHealth Support as a Result of Hurricanes Harvey, Irma, and Maria (continue)

- The customer service number should **ONLY** be used for assistance with submitting applications for hurricane evacuees, for questions about MassHealth coverage for hurricane evacuees, to obtain interpreter services for hurricane related applications and customer service, and to provide a central point of contact for community organizations working with hurricane evacuees and affected communities.

**1-844-748-3928**  
**(TTY: 1-800-497-4648)**

# Application Process

- Hurricane evacuees who **intend to stay** in Massachusetts can apply for MassHealth coverage through 3 different processes:
  - 1) **Fill out a full MassHealth application.** Individuals who have relocated to Massachusetts as a result of the recent hurricanes and need to apply for MassHealth should complete the:
    - Massachusetts Application for Health and Dental Coverage and Help Paying Costs (**ACA-3**)
      - Online at Apply online at <https://www.mahealthconnector.org/>
      - By phone,
      - In person, or
      - Mail or fax a paper application <http://www.mass.gov/eohhs/consumer/insurance/apply-for-health-coverage/>

# Application Process (continue)

- Application for Health Coverage for Seniors and People Needing Long-Term-Care Services (**SACA-2**): for individuals **aged 65 or older**, and those of any age who need long-term-care services (either in a nursing facility or in the community).
- Call MassHealth Customer Service at 1-844-748-3928 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled) to apply by phone or to request an application.
  - Interpreter services are available.
- Used this customer service number **only** for hurricane-related matters.

# Application Process (continue)

- 2) Hospital-determined Presumptive Eligibility (HPE) Hospitals can use the existing HPE process to determine an individual presumptively eligible based on information the individual provides.
  - Hospital-determined presumptive eligibility provides for coverage until the end of the month following the presumptive application approval (30-60 days), and the individual **must complete a full application before the presumptive eligibility expires to avoid a gap in coverage.**
- 3) Individuals who apply for and receive cash assistance through the Department of Transitional Assistance (DTA) are automatically eligible for MassHealth while they are receiving assistance from DTA.

\* Note that individuals who are only receiving SNAP benefits through DTA must apply separately for MassHealth.

# Eligibility Clarification

- Hurricane evacuees applying for MassHealth benefits through either a full application or hospital-determined presumptive eligibility **must meet all eligibility** rules for
- In order to be eligible for MassHealth, individuals must intend to reside in Massachusetts. However, there is no durational requirement for Massachusetts residency nor is an individual required to intend to live here permanently. See 130 CMR 503.002 or 517.002 for additional information.
- **Individuals cannot maintain residency in two states nor can they be on Medicaid in more than one state or territory.**
- **If individuals receive MassHealth coverage, they will be disenrolled from any other state's or territory's Medicaid coverage.**

# Verifications

- Applicants who have fled storm-affected areas may have little or no documentation. MassHealth will utilize electronic data sources to attempt to verify information.
  - If electronic data sources are unable to verify the application information, a Request for Information (RFI) notice will be sent. The individual may be eligible for provisional eligibility benefits for **up to 90 days pending verification.**
  - If an individual receives a request for verification and is unable to provide such documentation due to the natural disaster, MassHealth will accept self-attestation for all eligibility criteria except citizenship and immigration status in accordance with 42 CFR 435.952(c)(3).

# Self-Attestation Form

- This form cannot be used to verify citizenship or immigration status. Federal rules require that citizenship or immigration status be verified.
- MassHealth will make every effort to verify citizenship or immigration status using federal data matches.
- If data matching is unable to provide verification, applicants are entitled to a 90-day “reasonable opportunity” period to provide citizenship or immigration status verification.

## SELF-ATTESTATION FORM

**For Hurricane Evacuees Applying for MassHealth**



Complete this form if

- You have relocated to Massachusetts due to the recent hurricane devastation from Hurricanes Harvey, Irma, or Maria,
- You are applying for MassHealth, and
- You do not have documentation because of a natural disaster.

**Important! We will try to verify citizenship or immigration status through data matching. We will only ask for verification if we cannot verify through data matching. We may still need proof of citizenship or immigration status. See the Member Booklet for information on how to verify.**

Please print clearly and fill out all sections.

**SECTION A: Head of Household/Member Information**

<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	
<small>Last name</small>	<small>First name</small>	<small>MI</small>	
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>		
<small>SSN (if any)</small>	<small>Date of Birth</small>		
<input style="width: 95%;" type="text"/>			
<small>MassHealth Member ID number (if known)</small>			
<small>Home Address (where you are living in Massachusetts)</small>			
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
<small>Street</small>	<small>City</small>	<small>State</small>	<small>ZIP</small>

No home address. Note: Form must provide complete address.

# Self-Attestation Form (continue)

- Individuals who use the hospital-determined presumptive eligibility (HPE) process do not need to verify eligibility criteria including citizenship or immigration status during the presumptive eligibility period. However, in order to keep their benefits, they must complete a full application by the end of the month following the presumptive application approval.

# MassHealth Support as a Result of Hurricanes Harvey, Irma, and Maria

- Community organizations experiencing a high need for application or enrollment support may call us at **1-844-748-3928** to request MassHealth assistance in the form of enrollment events at specified times and locations.

**Questions?**