





Learning Series

Massachusetts Health Care Training Forum (MTF)
Summer 2022

MassHealth and the Health Connector

MA Health Care Learning Series

The MA Health Care Learning Series provides regular updates and presentations from Health Connector and MassHealth staff, to educate those who help Massachusetts residents in applying, getting and keeping their health coverage through MassHealth, the Health Connector and Health Safety Net via MAhealthconnector.org





Agenda

MAhealthconnector.org System Updates: Release 25 enhancements will go live July 27, 2022, which will include:

- Establishing Pregnancy
- New SNAP Checkbox
- System Enhancements and Display:
 - Report A Change (RAC) Options
 - RFI Enhancements
 - Lawful Presence update
 - Ability to Update Information when HUB Services is Unavailable





Extension of Post Partum Period

On April 1, 2022, MassHealth extended its postpartum coverage period to provide 12 months of coverage to individuals, regardless of immigration status, who were eligible for a Medicaid or CHIP benefit while pregnant

Eligibility Criteria

- Individual was eligible for a Medicaid or CHIP benefit while pregnant
- After the 12-month postpartum period, individuals' will have their eligibility renewed, and notification of new eligibility status will be sent to the household
- The extension supports women that report the end of a pregnancy, with or without adding a child, and for women who do not report the end of a pregnancy
- R25 streamlines and enhances the user's ability to access the Report a Change (RAC) function in HIX to report a pregnancy, and add a newborn



Extension of Post Partum Period: Sample

Screenshot

WARNING To change your date of birth or Social Security number, call Health Connector Customer Service at 1-877-MA-ENROLL (1-877-623-6765), TTY 1-877-623-7773.
To make changes to your application, please check the box for all options that apply.
Change contact information and preferences Output Description:
Add someone to your application or tell us if someone is now applying for coverage •
Remove someone from your application or tell us if someone is no longer applying for coverage 1
Update income, additional questions about health insurance and health reimbursement arrangements •
☐ Change a status ①
Change name, sex or add SSN ⊕
☐ Change home address �
✓ Change information about pregnancy ⊙
☐ Change application type ❸
Change information about past tax credits ●
Report Changes



New SNAP Checkbox



New SNAP Checkbox

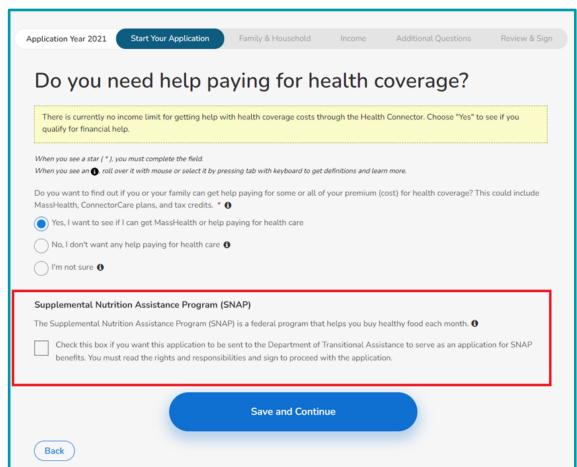
In R25, applicants and members will have the option to have their MassHealth application or renewal serve as an application for SNAP benefits.

- New checkbox option to apply for SNAP benefits will be on the "Do you need help paying for health coverage?" screen
- The "What happens after you apply for SNAP benefits?" will provide details of the next steps needed to complete the SNAP application
- In addition, the Department of Transitional Assistance (DTA) Rights and
 Responsibilities language is added to the "Rights and Responsibilities" screen when
 the user checks the SNAP checkbox. The applicant and member must complete the
 application by reviewing and signing and submitting the application



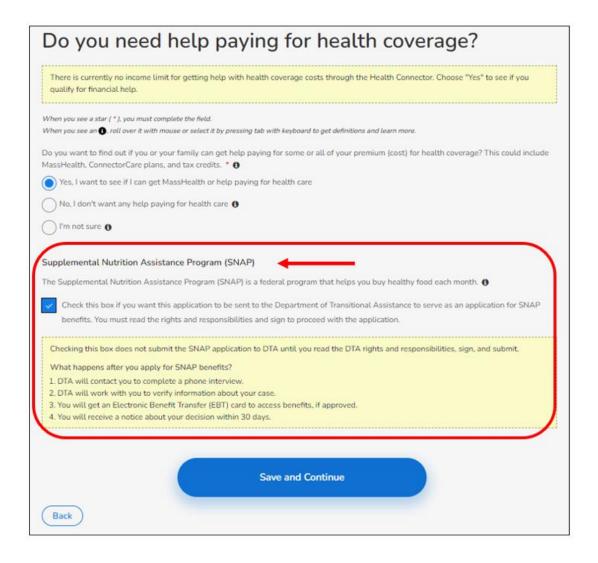
New SNAP Checkbox (continued)

- When the checkbox is selected, and the application signed and submitted, MassHealth will transfer the head-ofhousehold's information directly to DTA to initiate the SNAP application, including demographic and contact information
 - DTA staff will outreach to the applicant to capture additional information required to complete the SNAP application and conduct the interview





New SNAP Checkbox: Next Steps





New SNAP Checkbox: Rights & Responsibilities

Rights and Responsibilities This application will be used to coronine eligibility for subsidized health care including Manti-Fastin and Premium Tax Credits and state promium subsidies, estimate their send to determine eligibility. When the an application with DTA the prone profes is person, or by mail or fact, DTA has 30 days from the date it por my application to If the religible to expedited presupercy NAME DIG signs or ENAP and make used line as Electroic Result Tracky (ET). a El conveligate for expectate productive (Control to a special state) and variety of the expectation of the If the boulet state income goes over the gross income threshold (listed on thy express) notice) There is reset that the 100 day of the remediation for much appropriate work over the threshold. If have its reset the Absorbacked Advice Without Dependents (ABAWE) Work Pulses and the Abid hours drop below 20 hours per If we come start a working or - Section is proceed to be contained by the 18th day of the model of the contained. - Plants to report these ching as by the 18th day of the model where the record of the contained. - Plants to report these ching as by the 18th day of the model of the theorem in 18th Colonianed Libraries have decreased any through the contained by the 18th day of the contained by the 18th day of medical costs for members of my household, including myself, who are 60 or older or drumled. If you get SNAP benefit, and we between the agos of 16 and 98 was eary need to meet general SNAP work copes or the ARAWED work copes amount you are popular DTA with talk you and members of my household if we need to meet any Work Rules, what the ecomptions are, and what Example SNAP (people, and are Enterent time, again of 16 and 18 year for yeard to remote general SNAP (people course in the ABSWH) contribution of the ABSWH (people contribution of the ABSWH De not date or see allever seemen. De not date i EDT node to got d'AMP bornelles you are not visiglete for. De not date i EDT node to got d'AMP bornelles d'anne, de nie annéele deute, and tellance. De not use damnonne elaist service par le conflict of EDT card unisse you are air authorized rap to see fonce out air d'air bothe IP. SNAP Penelty Wentings . Covered a cash program intentional Program Violation (FPV) they will be invigible for SNAP for the same period they are ineligible for cash tion a transfer of discovery specified identity or residency to get the tippe SNAP periodic at the care time they will be meighte to: SNA ade day or self 1989 benefits for a controlled substance liegal stags). Desired to entaglie he 1947 he has every for the highly to furnish for the second fielding. ar parents - in accordance with 7 OFR 9/20-3 tay - and were connected as an adult of Approveted sexual abuse under section 2241 of title 18, USC Any offering under chapter 110 of the 18, U.S.C. cey femoral to be substantially conducts an offenia In advantage of the property o

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Submit your completed form or letter to USDA by:

very LRDA office. You can will be accept at the exemptions beautive calling 1 (484-452) 4990; or • Vertical letter addressed to USBA and put in the letter all of the information requested in the form. Transitional Aid to Familia: with Dependent Original (TAFDC) and Depressory Aid to the Elderia. District, and Children (EAEDC) TARGE and PARCE are such associate programs. In four more and to apply and DIAC animal one or not year look DIA offers. The information only applies to households with are applying for or get TAFDC or EASDC. Invested STA about thanges that could affect by 1940s or 6940s pack benefits, within 10 days, except that into not have to lest SSA about a change in my earnings of sectitive \$100 per month. This includes changes in my income, acretic, address, who I she with family size, work, . Fit are denied DVDC or DVDC. Hear earth will see my intermetion to see if you eligible for health insurance First EACOC stops. I resed to apply for Viscal leably supervisity. 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Enhanced Functionality for Report a Change (RAC)





Enhanced Functionality for Report a Change (RAC) (continued)

In R25, the following enhancements was added to the system (HIX):

- New/Updated Report a Change (RAC) options will be:
 - Home Address change allow users to change home address information by going through only those related screens
 - Income change at the member level allow users to complete income updates only for selected individuals
 - Change in Pregnancy Status allow users to change information about pregnancy by going through only those questions/screens which require information associated to the pregnancy in the application





System and Member Dashboard Enhancements

- New "Alert" icon
- RFI information
- Ability to continue with an application when HUB services are unavailable
 - In certain circumstances, user can still move through the application when the HUB is down and RFI will be sent
 - Not available for new applications
- MassHealth Appeals form will update to reflect a change in the time frame to file an appeal
 - Change from 30 days, members will now have 60 days to file an appeal with MassHealth Board of Hearing

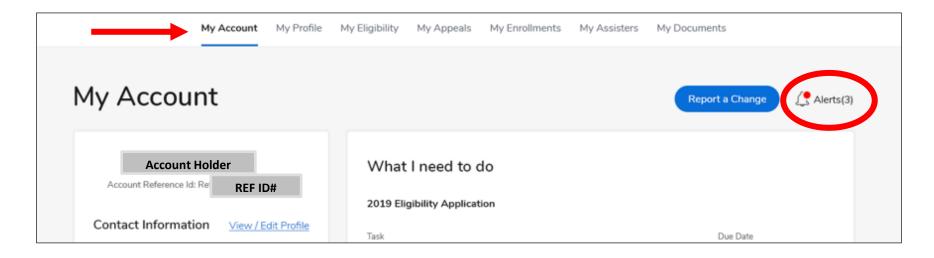




My Account: New "Alert" Icon

New "Alert" Icon will display in the top right corner of the screen which will feature alert information for the following items (if applicable):

- Home Address change
- TMA if the member is currently in a TMA period and has active MassHealth Standard benefit
- MassHealth Self- Attested Disability







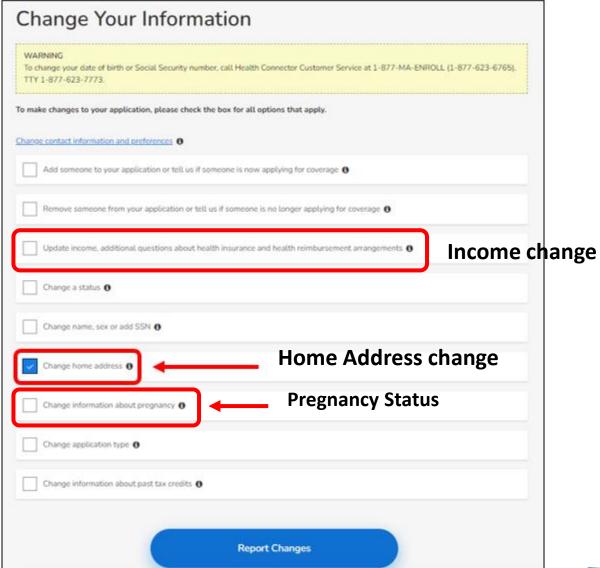
RFI Information

- RFI information will be added to the "What I need to do" section for both SEP and non-SEP RFIs
 - RFI information will display with the due date or past due days for active, expired, or inactive RFI
- Additional links will be added to the "What I need to do" section.
 - Health Connector Enrollment links
 - Complete Expired Renewal link



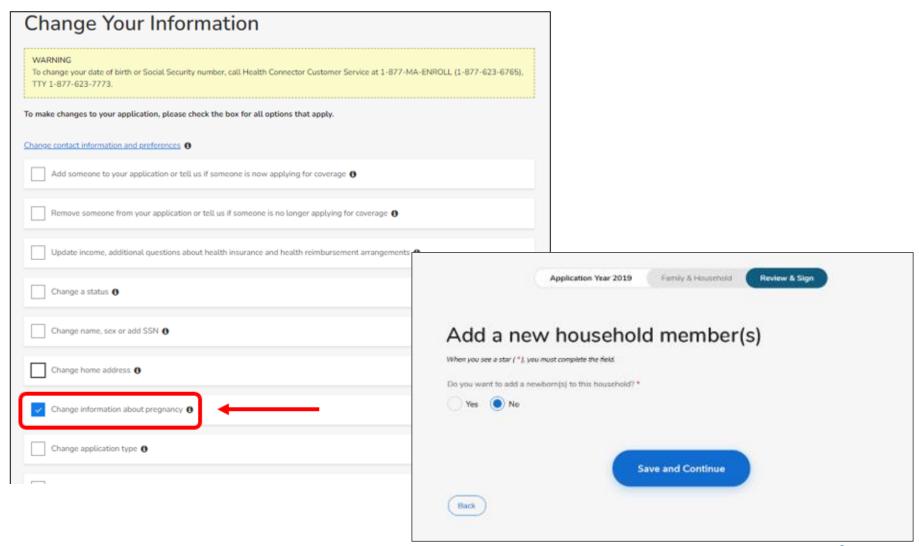


Enhanced Functionality: RAC





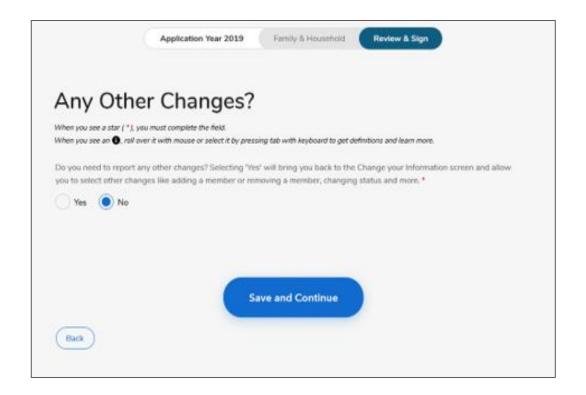
RAC – Report a Pregnancy







RAC – Report a Pregnancy: Additional Questions





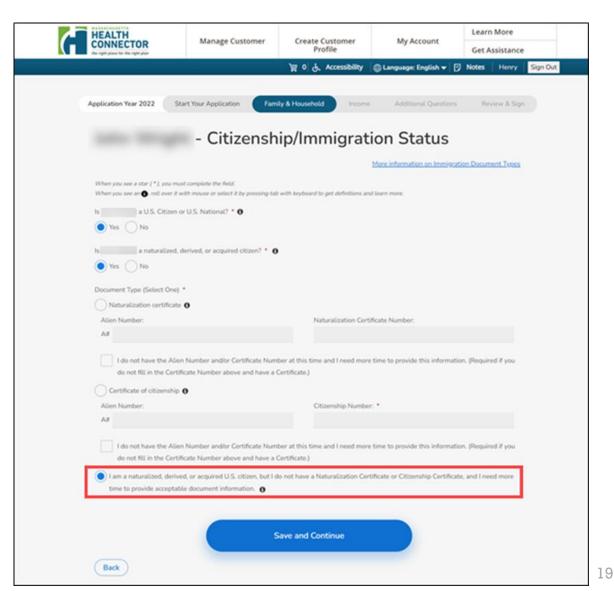


Lawful Presence Update

The online application will have an option/document type for applicants who do not have the required citizenship document(s) details

An applicant can attest to being naturalized and say they have a document but not the details at that moment, this will allow them to bypass the question and complete the application

Note: Request for information (RFI) will be sent to the member despite the option selected



Health Connector Annual Redeterminations and Renewals Process





Health Connector Annual Redeterminations & Renewals Processes (continued)

The Health Connector's Redetermination and Renewal Processes are a set of activities that happen each year before and during the Health Connector's Open Enrollment period.

- Individuals with health insurance coverage through the Health Connector have their eligibility redetermined so that they can be renewed into coverage for the upcoming year
- In August and September, the Health Connector will start preliminary eligibility determinations for actively enrolled Health Connector members and Health Connector members who are part of mixed households
- Be on the look out for more information (email updates through the MTF listserv) about these processes and any plan changes that may be occurring for coverage starting January 1, 2023

Final Eligibility Preliminary Preliminary Renewal into **Billing and Eligibility Eligibility Notice Determination &** a Health **Payment for Determination Renewal Notice** and Review Connector January 1 Plan **Period** Coverage August - September October August - October November December