MassHealth 2023-2024 Member Eligibility Redetermination and Renewals Update

1
00:00:00,800 --> 00:00:02,066
Well, good afternoon, everyone.

2
00:00:02,066 --> 00:00:05,566
Welcome to the MassHealth 2023-2024

3
00:00:05,933 --> 00:00:07,200
Member Eligibility

4
00:00:07,200 --> 00:00:08,700
Redetermination and Renewals

5
00:00:08,700 --> 00:00:10,233
Update Presentation.

6
00:00:10,233 --> 00:00:12,233
Thank you for joining us today.

7
00:00:12,233 --> 00:00:13,500
Our presenters today

8
00:00:13,500 --> 00:00:15,600
are Elizabeth Lamontagne

9
00:00:15,733 --> 00:00:17,866
MassHealth, Acting Chief of Staff,

10
00:00:18,266 --> 00:00:19,800
and Niki Conti, Associate

11
00:00:19,800 --> 00:00:21,466
Director of Public Outreach

12
00:00:21,466 --> 00:00:23,666
and Education at the Health Connector.

13
00:00:23,666 --> 00:00:26,066

I'm going to turn it over to Elizabeth.

14
00:00:26,066 --> 00:00:27,400
Thank you so much Sue

15
00:00:27,400 --> 00:00:30,266
Thank you all so much for having me.

16
00:00:30,700 --> 00:00:32,733
I know I joined a couple weeks back

17
00:00:32,733 --> 00:00:33,766
to talk a little bit

18
00:00:33,766 --> 00:00:36,133
about how MassHealth

19
00:00:36,666 --> 00:00:39,033
is preparing for redeterminations.

20
00:00:39,333 --> 00:00:40,333
And today,

21
00:00:40,333 --> 00:00:41,500
I want to talk a little bit

22
00:00:41,500 --> 00:00:43,466
more about how

23
00:00:43,466 --> 00:00:44,233
our partners,

24
00:00:44,233 --> 00:00:45,600
stakeholders, folks

25
00:00:45,600 --> 00:00:47,333
who act, interact with members

26
00:00:47,333 --> 00:00:49,700
but may not officially be a CAC

27
00:00:49,700 --> 00:00:51,333
or a Navigator,

28
00:00:51,333 --> 00:00:52,366
can still support

29
00:00:52,366 --> 00:00:53,400
MassHealth members

30
00:00:53,400 --> 00:00:55,933
through their renewals.

31
00:00:56,566 --> 00:00:58,000
So as I said today,

32
00:00:58,000 --> 00:00:59,100
we'll talk a little bit

33
00:00:59,100 --> 00:01:00,500
about what we really mean

34
00:01:00,500 --> 00:01:02,066
when we say a MassHealth

35
00:01:02,066 --> 00:01:04,266
renewal we'll really reframe

36
00:01:04,266 --> 00:01:05,700
why they're so important

37
00:01:05,700 --> 00:01:07,933
this upcoming year for our members

38
00:01:07,933 --> 00:01:09,633

and spend the bulk of our time

39
00:01:09,633 --> 00:01:11,500
sharing what we can do to support

40
00:01:11,500 --> 00:01:12,566
MassHealth members

41
00:01:12,566 --> 00:01:15,000
and preparing for and understanding

42
00:01:15,000 --> 00:01:16,700
how to complete renewals.

43
00:01:16,700 --> 00:01:17,733
And of course, Niki

44
00:01:17,733 --> 00:01:19,900
will also talk a little bit about members

45
00:01:19,900 --> 00:01:21,566
who may transition to the Connector,

46
00:01:21,566 --> 00:01:22,800
what that process might look

47
00:01:22,800 --> 00:01:25,333
like as well.

48
00:01:26,400 --> 00:01:28,700
And as I mentioned at the outset,

49
00:01:29,466 --> 00:01:31,800
we're really viewing this presentation

50
00:01:31,800 --> 00:01:32,900
and this information

51
00:01:32,900 --> 00:01:35,433
as most helpful for individuals

52
00:01:35,466 --> 00:01:37,300
who work in our communities

53
00:01:37,300 --> 00:01:38,566
and who really interact

54
00:01:38,566 --> 00:01:40,200
with MassHealth members.

55
00:01:40,200 --> 00:01:41,533
So our hope here is that

56
00:01:41,533 --> 00:01:42,966
this is some really helpful

57
00:01:42,966 --> 00:01:43,966
tips and tricks,

58
00:01:43,966 --> 00:01:45,566
some higher level information

59
00:01:45,566 --> 00:01:46,633
that cover,

60
00:01:46,633 --> 00:01:47,866
the basic assistance

61
00:01:47,866 --> 00:01:49,500
of supporting members

62
00:01:49,500 --> 00:01:50,666
in being successful

63
00:01:50,666 --> 00:01:51,966

and completing their renewals

64
00:01:51,966 --> 00:01:53,833
this upcoming year.

65
00:01:54,200 --> 00:01:56,833
This is not a full on Certified

66
00:01:56,833 --> 00:01:58,666
Application Counselor or Navigator

67
00:01:58,666 --> 00:02:01,200
who would have full access to a member's

68
00:02:01,200 --> 00:02:02,600
private information

69
00:02:02,600 --> 00:02:04,733
or act on their behalf,

70
00:02:05,466 --> 00:02:06,966
but you don't need

71
00:02:06,966 --> 00:02:08,800
to be an official CAC

72
00:02:08,800 --> 00:02:10,233
or an official representative

73
00:02:10,233 --> 00:02:11,666
to still really give meaningful

74
00:02:11,666 --> 00:02:13,400
help to a MassHealth member

75
00:02:13,400 --> 00:02:16,933
or someone looking for health insurance.

76
00:02:17,400 --> 00:02:19,066
So a MassHealth renewal.

77
00:02:19,066 --> 00:02:22,500
So federal law requires MassHealth

78
00:02:22,533 --> 00:02:23,900
to regularly check

79
00:02:23,900 --> 00:02:25,733
whether members are still eligible

80
00:02:25,733 --> 00:02:26,933
for MassHealth.

81
00:02:26,933 --> 00:02:29,033
And this check is called a renewal,

82
00:02:29,100 --> 00:02:31,100
sometimes called an annual review

83
00:02:31,333 --> 00:02:33,400
or a redetermination.

84
00:02:33,400 --> 00:02:36,033
And these must happen every single year.

85
00:02:36,600 --> 00:02:39,000
And when we select a member for renewal,

86
00:02:39,000 --> 00:02:41,366
we select a household,

87
00:02:41,366 --> 00:02:42,766
and the renewal will be sent

88
00:02:42,766 --> 00:02:44,066

to the head of the household.

89
00:02:45,100 --> 00:02:46,433
Some members will

90
00:02:46,433 --> 00:02:47,933
be automatically renewed,

91
00:02:47,933 --> 00:02:49,500
meaning we're able to confirm

92
00:02:49,500 --> 00:02:50,833
based on the information

93
00:02:50,833 --> 00:02:53,300
they have on file with MassHealth

94
00:02:53,300 --> 00:02:54,666
and the information

95
00:02:54,666 --> 00:02:55,500
from other state

96
00:02:55,500 --> 00:02:57,166
and federal data sources

97
00:02:57,166 --> 00:02:59,233
that they're still eligible.

98
00:02:59,233 --> 00:03:01,533
This means that, that member

99
00:03:01,566 --> 00:03:03,066
doesn't need to take any action.

100
00:03:03,066 --> 00:03:04,200
They'll just get a notice

101
00:03:04,200 --> 00:03:05,000
confirming that

102
00:03:05,000 --> 00:03:07,500
they've been automatically renewed.

103
00:03:07,500 --> 00:03:08,666
In scenarios

104
00:03:08,666 --> 00:03:10,900
where we don't have enough information

105
00:03:10,900 --> 00:03:12,966
to automatically renew a member.

106
00:03:12,966 --> 00:03:15,100
Members will need to return and report

107
00:03:15,133 --> 00:03:17,000
new information to us.

108
00:03:17,000 --> 00:03:18,266
In this scenario,

109
00:03:18,266 --> 00:03:19,800
they will get a renewal form

110
00:03:19,800 --> 00:03:21,233
in a blue envelope,

111
00:03:21,233 --> 00:03:22,633
and if they do not reply,

112
00:03:22,633 --> 00:03:24,633
they may lose their coverage.

113
00:03:26,066 --> 00:03:27,900

And I'm sure you've been hearing it

114
00:03:27,900 --> 00:03:28,500
in the news.

115
00:03:28,500 --> 00:03:30,533
You've been hearing it from us.

116
00:03:30,533 --> 00:03:33,066
While renewals are an annual requirement.

117
00:03:33,266 --> 00:03:35,266
There are really big deal this year.

118
00:03:35,266 --> 00:03:35,800
And that's

119
00:03:35,800 --> 00:03:38,000
because since the start of the COVID-

120
00:03:38,000 --> 00:03:40,033
19 public health emergency,

121
00:03:40,033 --> 00:03:41,600
there have been federal

122
00:03:41,600 --> 00:03:43,933
continuous coverage requirements.

123
00:03:43,933 --> 00:03:45,600
And what these continuous

124
00:03:45,600 --> 00:03:47,666
coverage requirements have really meant

125
00:03:48,166 --> 00:03:51,000
is that even if a member is not eligible

126
00:03:51,266 --> 00:03:52,200
or if a member did

127
00:03:52,200 --> 00:03:53,933
not reply to MassHealth,

128
00:03:53,933 --> 00:03:55,600
they wouldn't lose their coverage

129
00:03:55,600 --> 00:03:57,300
as they normally would have,

130
00:03:57,300 --> 00:03:58,533
prior to the COVID-

131
00:03:58,533 --> 00:04:00,233
19 public health emergency.

132
00:04:01,400 --> 00:04:02,500
However, these

133
00:04:02,500 --> 00:04:03,600
continuous coverage

134
00:04:03,600 --> 00:04:05,900
requirements are ending on April 1st,

135
00:04:06,333 --> 00:04:07,500
and at this time

136
00:04:07,500 --> 00:04:09,300
we will return to our standard

137
00:04:09,300 --> 00:04:11,600
annual eligibility renewal process,

138
00:04:12,066 --> 00:04:14,200

which means that members

139
00:04:14,200 --> 00:04:16,100
all need to be renewed

140
00:04:16,100 --> 00:04:17,700
and if they do not reply

141
00:04:17,700 --> 00:04:19,066
or are not eligible,

142
00:04:19,066 --> 00:04:21,633
they will lose their coverage.

143
00:04:21,900 --> 00:04:23,566
These renewals will take place

144
00:04:23,566 --> 00:04:25,333
over the next 12 months

145
00:04:25,333 --> 00:04:26,033
so members

146
00:04:26,033 --> 00:04:27,533
could get their renewal forms

147
00:04:27,533 --> 00:04:29,133
in that blue envelope

148
00:04:29,133 --> 00:04:31,733
any time between April 2023

149
00:04:32,133 --> 00:04:35,833
through the end of March in 2024.

150
00:04:37,733 --> 00:04:40,566
And as I mentioned, whenever possible,

151
00:04:40,566 --> 00:04:42,900
we will attempt to automatically process

152
00:04:42,900 --> 00:04:44,066
a member's renewal

153
00:04:44,066 --> 00:04:45,966
through multiple avenues,

154
00:04:45,966 --> 00:04:48,000
first we'll see if they are eligible

155
00:04:48,000 --> 00:04:49,000
through the data

156
00:04:49,000 --> 00:04:50,066
we have on file

157
00:04:50,066 --> 00:04:50,766
and other state

158
00:04:50,766 --> 00:04:51,500
and federal data

159
00:04:51,500 --> 00:04:53,933
sets to do an automated renewal.

160
00:04:53,933 --> 00:04:56,333
There are also certain members who may be

161
00:04:56,333 --> 00:04:58,133
automatically renewed

162
00:04:58,133 --> 00:04:59,966
this upcoming year as well,

163
00:04:59,966 --> 00:05:00,866

and this includes

164
00:05:00,866 --> 00:05:01,800
members receiving

165
00:05:01,800 --> 00:05:03,100
SSI through

166
00:05:03,100 --> 00:05:04,600
Social Security Administration

167
00:05:04,600 --> 00:05:06,300
because they're 65 and older

168
00:05:06,300 --> 00:05:08,400
and have limited income and resources

169
00:05:09,066 --> 00:05:09,700
or members

170
00:05:09,700 --> 00:05:10,833
receiving SSI

171
00:05:10,833 --> 00:05:12,433
because they are disabled

172
00:05:12,433 --> 00:05:14,733
and have limited income or resources,

173
00:05:15,533 --> 00:05:16,500
members receiving

174
00:05:16,500 --> 00:05:18,600
Temporary Assistance of Needy Families

175
00:05:18,600 --> 00:05:20,200
through DTA

176
00:05:20,200 --> 00:05:22,533
or members who are currently or formerly

177
00:05:22,533 --> 00:05:23,366
in the custody

178
00:05:23,366 --> 00:05:24,900
of DCF, Department

179
00:05:24,900 --> 00:05:26,566
of Children and Family,

180
00:05:26,566 --> 00:05:30,133
who are either under 18 or 18

181
00:05:30,133 --> 00:05:32,066
to 22 and adopted

182
00:05:32,066 --> 00:05:34,166
but previously were in a Department

183
00:05:34,166 --> 00:05:36,266
of Children and Families custody,

184
00:05:36,266 --> 00:05:39,233
or ages 18 to 26 and not adopted

185
00:05:39,233 --> 00:05:41,400
individuals who are formerly foster youth,

186
00:05:42,400 --> 00:05:43,866
and the last group is children

187
00:05:43,866 --> 00:05:44,400
and youth

188
00:05:44,400 --> 00:05:45,033

in custody

189
00:05:45,033 --> 00:05:48,000
of the Department of Youth Services.

190
00:05:48,000 --> 00:05:49,266
So many of these members

191
00:05:49,266 --> 00:05:51,300
will be automatically renewed.

192
00:05:51,300 --> 00:05:53,300
But if they do receive a blue envelope

193
00:05:53,300 --> 00:05:54,766
with a renewal notice

194
00:05:54,766 --> 00:05:55,966
or any other mail

195
00:05:55,966 --> 00:05:56,500
with a call

196
00:05:56,500 --> 00:05:58,333
to action to give information

197
00:05:58,333 --> 00:05:59,933
or contact MassHealth,

198
00:05:59,933 --> 00:06:01,500
they must respond to ensure

199
00:06:01,500 --> 00:06:02,666
they're getting the best benefit

200
00:06:02,666 --> 00:06:05,533
they qualify for.

201
00:06:05,966 --> 00:06:08,466
So when we think about how

202
00:06:08,466 --> 00:06:10,233
our community members and partners

203
00:06:10,233 --> 00:06:11,700
can support our members,

204
00:06:11,700 --> 00:06:13,466
there's really two ways.

205
00:06:13,466 --> 00:06:15,066
The first is in helping them

206
00:06:15,066 --> 00:06:16,933
prepare for renewals.

207
00:06:16,933 --> 00:06:19,033
So while members like today,

208
00:06:19,233 --> 00:06:21,233
right now, are waiting for that

209
00:06:21,233 --> 00:06:22,133
renewal mail

210
00:06:22,133 --> 00:06:23,966
to arrive in the mail

211
00:06:23,966 --> 00:06:25,866
sometime in the next year,

212
00:06:25,866 --> 00:06:27,500
there are steps that you as a trusted

213
00:06:27,500 --> 00:06:29,200

advisor can take to make sure

214
00:06:29,200 --> 00:06:30,366
they have the information

215
00:06:30,366 --> 00:06:31,566
and understanding they need.

216
00:06:32,566 --> 00:06:34,366
The second is helping members

217
00:06:34,366 --> 00:06:35,666
complete their renewals

218
00:06:35,666 --> 00:06:38,300
once they've received that renewal form.

219
00:06:38,300 --> 00:06:40,566
This could look like sitting side-by-side

220
00:06:40,566 --> 00:06:41,833
and helping them understand

221
00:06:41,833 --> 00:06:43,500
the instructions on the form

222
00:06:43,500 --> 00:06:44,466
or just telling them

223
00:06:44,466 --> 00:06:45,466
where they can get help

224
00:06:45,466 --> 00:06:48,766
from MassHealth or other,

225
00:06:48,766 --> 00:06:52,333
other redetermination resources.

226
00:06:54,766 --> 00:06:57,000
When we think about that first bucket,

227
00:06:57,000 --> 00:06:59,400
I just want to propose a few ways

228
00:06:59,400 --> 00:07:01,433
where this might come up in the work

229
00:07:01,433 --> 00:07:03,033
that you do day-to-day.

230
00:07:03,033 --> 00:07:04,700
So if you're interacting with members

231
00:07:04,700 --> 00:07:05,433
one-on-one,

232
00:07:05,433 --> 00:07:06,633
you can always ask them

233
00:07:06,633 --> 00:07:07,966
if they've moved in the past

234
00:07:07,966 --> 00:07:10,266
few years, since 2020,

235
00:07:10,266 --> 00:07:12,033
and if they have, really remind them

236
00:07:12,033 --> 00:07:13,500
to update their address, phone

237
00:07:13,500 --> 00:07:15,600
and email with MassHealth.

238
00:07:15,600 --> 00:07:16,733

You can also remind them

239
00:07:16,733 --> 00:07:17,266
to report

240
00:07:17,266 --> 00:07:18,600
any household changes,

241
00:07:18,600 --> 00:07:20,700
such as a change in income or job,

242
00:07:21,000 --> 00:07:22,766
or if they or someone in their household

243
00:07:22,766 --> 00:07:24,366
have become pregnant.

244
00:07:24,366 --> 00:07:26,466
You can remind them to read all mail

245
00:07:26,466 --> 00:07:28,266
that could be from MassHealth

246
00:07:28,266 --> 00:07:30,300
and in particular be on the lookout

247
00:07:30,300 --> 00:07:31,966
for that blue envelope.

248
00:07:31,966 --> 00:07:34,200
And if you can

249
00:07:34,200 --> 00:07:34,600
tell them

250
00:07:34,600 --> 00:07:36,000
that they can come to you for help

251
00:07:36,000 --> 00:07:37,533
when mail from MassHealth arrives.

252
00:07:38,833 --> 00:07:40,900
If you work in a

253
00:07:42,200 --> 00:07:44,566
space where members may often visit,

254
00:07:44,933 --> 00:07:46,300
you can post flyers

255
00:07:46,300 --> 00:07:47,133
telling members

256
00:07:47,133 --> 00:07:49,400
about the upcoming renewals.

257
00:07:49,400 --> 00:07:50,533
You can find flyers

258
00:07:50,533 --> 00:07:51,733
in the Phase 1 Toolkit

259
00:07:51,733 --> 00:07:53,633
that we've sent around.

260
00:07:53,633 --> 00:07:55,233
You can also download that.

261
00:07:55,233 --> 00:07:56,833
We also are launching

262
00:07:56,833 --> 00:07:59,066
that Phase 2 Toolkit soon as well,

263
00:07:59,400 --> 00:08:02,000

which will have additional resources

264
00:08:03,633 --> 00:08:06,000
as well as resources that are targeted

265
00:08:06,000 --> 00:08:08,100
to specific groups of our members,

266
00:08:08,100 --> 00:08:09,600
such as individuals

267
00:08:09,600 --> 00:08:11,400
experiencing homelessness,

268
00:08:11,400 --> 00:08:13,433
individuals with disabilities,

269
00:08:14,000 --> 00:08:17,033
older adults and other groups.

270
00:08:17,033 --> 00:08:18,733
If you or your organization

271
00:08:18,733 --> 00:08:20,266
have communication channels

272
00:08:20,266 --> 00:08:22,333
that you could use, such as a listserv,

273
00:08:22,600 --> 00:08:24,733
a newsletter, social media,

274
00:08:24,733 --> 00:08:26,433
you can send an email blast

275
00:08:26,433 --> 00:08:27,533
reminding members

276
00:08:27,533 --> 00:08:29,400
about upcoming renewals.

277
00:08:29,400 --> 00:08:31,500
You could find a sample email

278
00:08:31,500 --> 00:08:32,800
in that Phase 1 Toolkit.

279
00:08:32,800 --> 00:08:34,033
There will be an updated one

280
00:08:34,033 --> 00:08:36,100
in the Phase 2 Toolkit as well,

281
00:08:36,100 --> 00:08:37,100
and you can offer

282
00:08:37,100 --> 00:08:38,500
that members can reach out to you

283
00:08:38,500 --> 00:08:40,200
with any questions

284
00:08:40,200 --> 00:08:41,333
and you can learn more about

285
00:08:41,333 --> 00:08:43,333
some of the social media or flyers

286
00:08:43,333 --> 00:08:44,066
that you could use

287
00:08:44,066 --> 00:08:45,500
that we've put together

288
00:08:45,500 --> 00:08:50,233

at mass.gov/masshealthrenew.

289
00:08:51,533 --> 00:08:52,500
In terms of if

290
00:08:52,500 --> 00:08:53,800
you're speaking to a member

291
00:08:53,800 --> 00:08:54,833
and you say, hey, like,

292
00:08:54,833 --> 00:08:55,833
have you moved, they're like,

293
00:08:55,833 --> 00:08:58,133
gosh, you know, I did move in 2022.

294
00:08:59,166 --> 00:09:00,300
You can remind them

295
00:09:00,300 --> 00:09:01,833
to update their information

296
00:09:01,833 --> 00:09:02,933
and there are different ways

297
00:09:02,933 --> 00:09:04,666
that members can do this.

298
00:09:04,666 --> 00:09:07,000
If members are under 65 years old,

299
00:09:07,500 --> 00:09:09,000
the easiest way for a member

300
00:09:09,000 --> 00:09:10,333
to update their information

301
00:09:10,333 --> 00:09:12,700
is using their MA Login account.

302
00:09:12,700 --> 00:09:14,833
If they don't have one yet,

303
00:09:14,833 --> 00:09:16,133
you can help them create one

304
00:09:16,133 --> 00:09:17,200
by following the link

305
00:09:17,200 --> 00:09:18,433
on the back of their MassHealth

306
00:09:18,433 --> 00:09:19,300
notice

307
00:09:19,300 --> 00:09:20,766
or by calling the number here,

308
00:09:20,766 --> 00:09:23,733
844-365-1841.

309
00:09:25,200 --> 00:09:26,966
Members can also report changes

310
00:09:26,966 --> 00:09:28,100
by calling the MassHealth

311
00:09:28,100 --> 00:09:30,433
Customer Service line.

312
00:09:30,433 --> 00:09:32,833
The IVR will also allow you to self-serve

313
00:09:32,833 --> 00:09:33,533

and identify

314
00:09:33,533 --> 00:09:34,900
if you owe any documents

315
00:09:34,900 --> 00:09:36,633
at that time to us.

316
00:09:36,633 --> 00:09:37,933
Or you can also get help

317
00:09:37,933 --> 00:09:39,400
from a Certified Application

318
00:09:39,400 --> 00:09:40,566
Counselor or Navigator.

319
00:09:41,866 --> 00:09:42,533
If you are an

320
00:09:42,533 --> 00:09:43,300
individual who

321
00:09:43,300 --> 00:09:44,833
is 65 years or older

322
00:09:44,833 --> 00:09:46,433
residing in the community

323
00:09:46,433 --> 00:09:47,900
or a member of any age

324
00:09:47,900 --> 00:09:49,500
receiving nursing facility

325
00:09:49,500 --> 00:09:51,566
care or in a home and community

326
00:09:51,566 --> 00:09:53,100
based waiver,

327
00:09:53,300 --> 00:09:55,366
you can call MassHealth Customer Service

328
00:09:55,366 --> 00:09:56,733
to report a change

329
00:09:56,733 --> 00:09:57,400
or get help

330
00:09:57,400 --> 00:09:58,633
from a Certified Application

331
00:09:58,633 --> 00:10:00,866
Counselor or Navigator.

332
00:10:01,100 --> 00:10:02,700
I will flag that it's

333
00:10:02,700 --> 00:10:04,166
the head of household

334
00:10:04,166 --> 00:10:05,266
who can update

335
00:10:05,266 --> 00:10:06,133
MassHealth information

336
00:10:06,133 --> 00:10:08,333
on behalf of the entire household.

337
00:10:08,333 --> 00:10:09,233
And an individual

338
00:10:09,233 --> 00:10:10,200

household member

339
00:10:10,200 --> 00:10:12,200
can only update their own information

340
00:10:13,066 --> 00:10:14,600
so that can be helpful,

341
00:10:14,600 --> 00:10:17,733
especially when supporting families.

342
00:10:19,200 --> 00:10:21,233
This is the infamous blue envelope.

343
00:10:21,500 --> 00:10:23,666
And so a few things I'll note here.

344
00:10:23,900 --> 00:10:26,200
It is a bright, cheerful blue,

345
00:10:26,200 --> 00:10:28,000
but also more importantly flagged

346
00:10:28,000 --> 00:10:29,066
that it does not say

347
00:10:29,066 --> 00:10:30,766
MassHealth directly on it.

348
00:10:30,766 --> 00:10:31,166
You'll see

349
00:10:31,166 --> 00:10:33,000
it does have the Commonwealth Seal

350
00:10:33,000 --> 00:10:34,466
and it says Executive Office

351
00:10:34,466 --> 00:10:36,266
of Health and Human Services.

352
00:10:36,266 --> 00:10:37,066
But oftentimes

353
00:10:37,066 --> 00:10:38,533
we get questions about what

354
00:10:38,533 --> 00:10:40,200
the envelope will look like.

355
00:10:40,200 --> 00:10:41,633
So we wanted to show you exactly

356
00:10:41,633 --> 00:10:44,066
what members will see in their mailbox.

357
00:10:45,633 --> 00:10:48,100
You can also let members know that

358
00:10:48,100 --> 00:10:49,866
instead of getting a blue envelope,

359
00:10:49,866 --> 00:10:50,866
if we are able

360
00:10:50,866 --> 00:10:52,666
to automatically renew them,

361
00:10:52,666 --> 00:10:54,833
that would come in a white envelope

362
00:10:54,833 --> 00:10:56,866
and there will be other mail as normal

363
00:10:56,866 --> 00:10:58,100

that we're sending to members

364
00:10:58,100 --> 00:10:59,800
that would be in a white envelope.

365
00:10:59,800 --> 00:11:01,133
So while the blue envelope

366
00:11:01,133 --> 00:11:03,266
is that important renewal notice,

367
00:11:03,266 --> 00:11:04,633
we're really encouraging members

368
00:11:04,633 --> 00:11:10,433
to read all mail from MassHealth.

369
00:11:10,433 --> 00:11:11,933
And now thinking about that

370
00:11:11,933 --> 00:11:14,100
second bucket of support for members

371
00:11:14,433 --> 00:11:16,633
and how we can help MassHealth members

372
00:11:16,833 --> 00:11:18,766
complete their renewal.

373
00:11:18,766 --> 00:11:19,600
So for members

374
00:11:19,600 --> 00:11:21,333
who receive that blue envelope,

375
00:11:21,333 --> 00:11:23,466
you can help them read and understand

376
00:11:23,466 --> 00:11:24,833
the contents of the blue

377
00:11:24,833 --> 00:11:26,600
envelope renewal forms

378
00:11:26,600 --> 00:11:29,100
or other MassHealth notices.

379
00:11:29,100 --> 00:11:30,466
If they are vision-impaired,

380
00:11:30,466 --> 00:11:31,833
you can read the phone number

381
00:11:31,833 --> 00:11:33,966
they can call to request a large print

382
00:11:33,966 --> 00:11:35,133
or Braille version,

383
00:11:35,133 --> 00:11:36,166
and help them update

384
00:11:36,166 --> 00:11:38,100
their notice preferences.

385
00:11:38,100 --> 00:11:40,300
If you can, you can help translate

386
00:11:40,300 --> 00:11:41,600
language as necessary.

387
00:11:42,766 --> 00:11:43,166
They can

388
00:11:43,166 --> 00:11:43,866

also receive

389
00:11:43,866 --> 00:11:45,000
translation services

390
00:11:45,000 --> 00:11:47,233
through the MassHealth Call Center.

391
00:11:47,233 --> 00:11:48,433
You can circle the date

392
00:11:48,433 --> 00:11:50,066
they must return their form by,

393
00:11:50,066 --> 00:11:50,900
which can be helpful

394
00:11:50,900 --> 00:11:52,200
and just making sure they see

395
00:11:52,200 --> 00:11:53,866
that there is a deadline,

396
00:11:53,866 --> 00:11:55,366
and you can walk through the instructions

397
00:11:55,366 --> 00:11:56,833
with them and help them

398
00:11:56,833 --> 00:11:58,000
make sure they understand

399
00:11:58,000 --> 00:12:00,300
what action they need to take.

400
00:12:00,733 --> 00:12:02,233
You can also ask and work

401
00:12:02,233 --> 00:12:03,300
with members to help them

402
00:12:03,300 --> 00:12:04,633
make a concrete plan

403
00:12:04,633 --> 00:12:06,166
about how they're going to renew,

404
00:12:06,166 --> 00:12:08,466
whether that's online, over the phone,

405
00:12:09,233 --> 00:12:11,200
through mail or in person.

406
00:12:11,200 --> 00:12:12,666
And helping them make a concrete

407
00:12:12,666 --> 00:12:14,033
plan can also help them

408
00:12:14,033 --> 00:12:16,666
be able to complete their rewnewal.

409
00:12:16,666 --> 00:12:17,500
And of course,

410
00:12:17,500 --> 00:12:18,733
you can always connect them

411
00:12:18,733 --> 00:12:20,366
with support resources.

412
00:12:20,366 --> 00:12:21,300
So we'll walk through these

413
00:12:21,300 --> 00:12:22,400

in a little bit of a detail.

414
00:12:22,400 --> 00:12:23,300
But there's MassHealth

415
00:12:23,300 --> 00:12:24,533
Enrollment Centers,

416
00:12:24,533 --> 00:12:26,133
CACs and Navigators,

417
00:12:26,133 --> 00:12:27,566
and the MassHealth Customer Service

418
00:12:27,566 --> 00:12:29,833
Center as well.

419
00:12:31,300 --> 00:12:31,900
When we think

420
00:12:31,900 --> 00:12:33,433
about the timeline

421
00:12:33,433 --> 00:12:35,233
for a member's renewal,

422
00:12:35,233 --> 00:12:37,566
so at some point in the next 12 months,

423
00:12:37,566 --> 00:12:38,766
starting in April,

424
00:12:38,766 --> 00:12:40,833
a member will be selected for renewal.

425
00:12:41,766 --> 00:12:42,633
At that time,

426
00:12:42,633 --> 00:12:43,633
we will first try

427
00:12:43,633 --> 00:12:45,166
to automatically process

428
00:12:45,166 --> 00:12:46,500
a member's renewal

429
00:12:46,500 --> 00:12:47,200
by matching

430
00:12:47,200 --> 00:12:48,766
their information against state

431
00:12:48,766 --> 00:12:51,033
and federal data sets.

432
00:12:51,033 --> 00:12:53,200
If we are able to do that,

433
00:12:53,200 --> 00:12:54,200
they're all set

434
00:12:54,200 --> 00:12:56,066
and they will receive a white envelope

435
00:12:56,066 --> 00:12:57,066
letting them know

436
00:12:57,066 --> 00:12:57,766
that we were able

437
00:12:57,766 --> 00:13:00,700
to automatically renew their coverage.

438
00:13:00,700 --> 00:13:01,800

If we are not able

439
00:13:01,800 --> 00:13:03,900
to automatically process their renewal.

440
00:13:04,233 --> 00:13:05,466
That's when we will mail them

441
00:13:05,466 --> 00:13:06,733
that blue envelope

442
00:13:06,733 --> 00:13:07,800
with the renewal form

443
00:13:07,800 --> 00:13:08,833
that they need to complete

444
00:13:08,833 --> 00:13:11,366
and return to MassHealth.

445
00:13:11,366 --> 00:13:13,733
Typically, members will have 45 days

446
00:13:13,733 --> 00:13:15,166
to complete and respond to

447
00:13:15,166 --> 00:13:16,566
the renewal notices we send.

448
00:13:17,766 --> 00:13:20,200
If members return that renewal notice,

449
00:13:20,200 --> 00:13:21,633
but it's maybe incomplete

450
00:13:21,633 --> 00:13:23,633
or we need additional information,

451
00:13:23,633 --> 00:13:25,033
we will send them a Request

452
00:13:25,033 --> 00:13:26,600
for Information,

453
00:13:26,600 --> 00:13:29,100
and members will have 90 days to respond

454
00:13:29,100 --> 00:13:31,900
to that request for information.

455
00:13:31,900 --> 00:13:33,600
Assuming that the member responds

456
00:13:33,600 --> 00:13:36,300
to the renewal or the renewal and the RFI

457
00:13:36,300 --> 00:13:37,800
and is found eligible,

458
00:13:37,800 --> 00:13:39,000
they will receive a notice

459
00:13:39,000 --> 00:13:41,033
confirming their coverage

460
00:13:41,033 --> 00:13:42,833
and they will be all set.

461
00:13:43,500 --> 00:13:45,800
If a member doesn't respond,

462
00:13:45,800 --> 00:13:46,700
then they will receive

463
00:13:46,700 --> 00:13:48,400

a termination notice.

464
00:13:48,400 --> 00:13:49,900
And typically members

465
00:13:49,900 --> 00:13:51,700
will have at least 14 days

466
00:13:51,700 --> 00:13:53,900
after receiving a termination notice

467
00:13:53,900 --> 00:13:56,366
before their benefits stop.

468
00:13:56,366 --> 00:13:57,400
At that time,

469
00:13:57,400 --> 00:13:58,266
if a member's

470
00:13:58,266 --> 00:13:59,133
benefits stop

471
00:13:59,133 --> 00:14:00,766
because they did not respond

472
00:14:00,766 --> 00:14:02,400
to MassHealth,

473
00:14:02,400 --> 00:14:05,500
then at any point in the next 90 days

474
00:14:05,966 --> 00:14:07,800
they can reach out to MassHealth,

475
00:14:07,800 --> 00:14:09,600
provide their information,

476
00:14:09,600 --> 00:14:11,300
and assuming they're eligible,

477
00:14:11,300 --> 00:14:12,900
we will reinstate their coverage

478
00:14:12,900 --> 00:14:14,700
to the day that they were closed.

479
00:14:14,700 --> 00:14:16,433
As long as, as long

480
00:14:16,433 --> 00:14:18,266
as it's within that 90-day

481
00:14:18,266 --> 00:14:21,733
renewal reconsideration period.

482
00:14:24,400 --> 00:14:26,000
Again, if a member comes

483
00:14:26,000 --> 00:14:27,300
to you with their blue form,

484
00:14:27,300 --> 00:14:29,200
you can let them know the different ways

485
00:14:29,200 --> 00:14:31,233
that they can complete their renewal.

486
00:14:31,600 --> 00:14:34,666
So for members under 65,

487
00:14:34,666 --> 00:14:36,466
members can complete

488
00:14:36,466 --> 00:14:37,900

their renewal online

489
00:14:37,900 --> 00:14:39,200
at MAHIX in their

490
00:14:39,200 --> 00:14:41,066
MA Login account.

491
00:14:41,066 --> 00:14:42,300
They can also complete

492
00:14:42,300 --> 00:14:43,800
their application on paper

493
00:14:43,800 --> 00:14:45,700
and mail it back to our health

494
00:14:45,700 --> 00:14:48,100
insurance processing center.

495
00:14:48,100 --> 00:14:48,900
Members

496
00:14:48,900 --> 00:14:50,033
can complete their renewal

497
00:14:50,033 --> 00:14:51,166
by calling the MassHealth

498
00:14:51,166 --> 00:14:52,766
Customer Service Line

499
00:14:52,766 --> 00:14:54,433
or they can schedule an appointment

500
00:14:54,433 --> 00:14:55,533
at a MassHealth

501
00:14:55,533 --> 00:14:56,333
Enrollment Center

502
00:14:56,333 --> 00:14:59,533
with a MassHealth representative.

503
00:14:59,700 --> 00:15:02,100
Members who are 65 years and older,

504
00:15:02,366 --> 00:15:03,666
and residing in the community,

505
00:15:03,666 --> 00:15:04,700
or of any age

506
00:15:04,700 --> 00:15:06,733
receiving nursing facility care,

507
00:15:06,733 --> 00:15:08,933
or in a Home and Community Based Services

508
00:15:08,933 --> 00:15:10,433
Waiver program,

509
00:15:10,433 --> 00:15:12,800
also have four ways they can renew.

510
00:15:12,800 --> 00:15:14,333
They can renew online

511
00:15:14,333 --> 00:15:16,833
using our eSubmission platform.

512
00:15:16,833 --> 00:15:18,100
They can also complete

513
00:15:18,100 --> 00:15:19,633

their renewal form on paper

514
00:15:19,633 --> 00:15:21,133
and mail it back.

515
00:15:21,133 --> 00:15:22,666
They can complete their renewal

516
00:15:22,666 --> 00:15:23,433
over the phone

517
00:15:23,433 --> 00:15:24,500
starting in April

518
00:15:24,500 --> 00:15:25,733
by calling the MassHealth

519
00:15:25,733 --> 00:15:27,566
Customer Service Center.

520
00:15:27,566 --> 00:15:29,300
Or they can schedule an appointment

521
00:15:29,300 --> 00:15:30,866
with a MassHealth representative

522
00:15:30,866 --> 00:15:34,333
to complete their renewal in person.

523
00:15:36,600 --> 00:15:37,266
As I mentioned

524
00:15:37,266 --> 00:15:38,000
earlier, there

525
00:15:38,000 --> 00:15:39,800
are some key resources

526
00:15:39,800 --> 00:15:41,166
that can help members.

527
00:15:41,166 --> 00:15:42,600
So members can get help

528
00:15:42,600 --> 00:15:45,133
from a MassHealth Enrollment Center

529
00:15:45,133 --> 00:15:47,566
there are six of these across the state.

530
00:15:47,566 --> 00:15:48,666
They can also get help

531
00:15:48,666 --> 00:15:50,233
from a Certified Application

532
00:15:50,233 --> 00:15:52,200
Counselor or Navigator.

533
00:15:52,200 --> 00:15:54,133
These are community based resources

534
00:15:54,133 --> 00:15:55,466
that help members apply

535
00:15:55,466 --> 00:15:56,833
for and renew their health

536
00:15:56,833 --> 00:15:58,500
insurance benefits.

537
00:15:58,500 --> 00:15:59,700
They're trained by MassHealth,

538
00:15:59,700 --> 00:16:03,433

but they're not officially our staff.

539
00:16:05,466 --> 00:16:08,400
While help from CACs and Navigators is free,

540
00:16:08,400 --> 00:16:10,200
it may require an appointment

541
00:16:10,200 --> 00:16:12,633
and you can go online to find out

542
00:16:12,633 --> 00:16:14,700
about which organizations near you

543
00:16:15,200 --> 00:16:18,000
may have CACs and Navigators.

544
00:16:18,000 --> 00:16:19,800
Members can also always reach out

545
00:16:19,800 --> 00:16:22,900
to the MassHealth Customer Service Center

546
00:16:22,900 --> 00:16:24,600
to get any question answered,

547
00:16:24,600 --> 00:16:25,700
to complete their renewal,

548
00:16:25,700 --> 00:16:27,600
to update their information.

549
00:16:27,600 --> 00:16:28,000
You'll see

550
00:16:28,000 --> 00:16:30,033
our phone number is on the slide

551
00:16:30,033 --> 00:16:32,266
and our hours are Monday through Friday

552
00:16:32,266 --> 00:16:34,433
8am to 5pm.

553
00:16:34,433 --> 00:16:36,433
And we also have a language line

554
00:16:36,466 --> 00:16:37,933
that provides

555
00:16:37,933 --> 00:16:40,833
language supports in almost any language

556
00:16:41,566 --> 00:16:42,233
through that line.

557
00:16:46,466 --> 00:16:47,800
In terms of digging a

558
00:16:47,800 --> 00:16:48,733
little bit deeper

559
00:16:48,733 --> 00:16:49,933
into those language

560
00:16:49,933 --> 00:16:51,733
and translation supports,

561
00:16:51,733 --> 00:16:53,200
we've really been thinking about this

562
00:16:53,200 --> 00:16:53,633
a lot,

563
00:16:53,633 --> 00:16:54,866

recognizing our members

564
00:16:54,866 --> 00:16:56,800
speak a variety of languages

565
00:16:56,800 --> 00:16:58,666
and we need to be able to communicate

566
00:16:58,666 --> 00:16:59,633
with them effectively

567
00:16:59,633 --> 00:17:01,333
in their preferred language.

568
00:17:01,333 --> 00:17:03,333
So our member-facing toolkit,

569
00:17:03,333 --> 00:17:05,400
which includes flyers, posters,

570
00:17:05,666 --> 00:17:07,000
social media graphics,

571
00:17:07,000 --> 00:17:08,366
and key messages,

572
00:17:08,366 --> 00:17:10,933
is available in nine languages.

573
00:17:10,933 --> 00:17:12,400
The community outreach

574
00:17:12,400 --> 00:17:13,200
that Health Care For

575
00:17:13,200 --> 00:17:13,966
All is doing,

576
00:17:13,966 --> 00:17:16,033
which will include TV, radio,

577
00:17:16,033 --> 00:17:17,400
print and social media

578
00:17:17,400 --> 00:17:18,400
Ad-buys

579
00:17:18,400 --> 00:17:19,200
will also be

580
00:17:19,200 --> 00:17:22,400
in those languages. Grants

581
00:17:22,400 --> 00:17:22,966
to community

582
00:17:22,966 --> 00:17:24,066
based organizations

583
00:17:24,066 --> 00:17:26,133
will include those focused on individuals

584
00:17:26,133 --> 00:17:28,200
who are immigrants or refugees.

585
00:17:28,200 --> 00:17:29,366
And we're also working

586
00:17:29,366 --> 00:17:30,633
on developing vlogs

587
00:17:30,633 --> 00:17:31,633
which will incorporate

588
00:17:31,633 --> 00:17:33,066

American Sign language

589
00:17:33,066 --> 00:17:33,600
and offer

590
00:17:33,600 --> 00:17:35,100
live ASL translation

591
00:17:35,100 --> 00:17:36,366
during some of the webinars

592
00:17:36,366 --> 00:17:38,100
that we are doing and publishing online.

593
00:17:39,900 --> 00:17:42,066
The renewal forms themselves

594
00:17:42,200 --> 00:17:42,933
that come in

595
00:17:42,933 --> 00:17:44,833
the blue envelopes will be mailed

596
00:17:44,833 --> 00:17:46,633
in either English or Spanish.

597
00:17:46,633 --> 00:17:47,900
They're also available

598
00:17:47,900 --> 00:17:50,300
available in large print or Braille.

599
00:17:50,300 --> 00:17:51,733
And those renewal packages

600
00:17:51,733 --> 00:17:53,500
will include Babel notices,

601
00:17:53,500 --> 00:17:54,533
which is an insert

602
00:17:54,533 --> 00:17:56,066
that contains

603
00:17:56,066 --> 00:17:58,900
an insert in multiple languages,

604
00:17:58,900 --> 00:18:01,133
which states that the document

605
00:18:01,800 --> 00:18:03,833
that this insert was in contains

606
00:18:03,866 --> 00:18:05,600
key information,

607
00:18:05,966 --> 00:18:08,566
and any individuals who need support

608
00:18:08,566 --> 00:18:10,200
or a translation of the form

609
00:18:10,200 --> 00:18:11,066
can receive those

610
00:18:11,066 --> 00:18:12,533
free translation services

611
00:18:12,533 --> 00:18:17,400
by calling the customer service center.

612
00:18:17,400 --> 00:18:18,600
MassHealth

613
00:18:18,600 --> 00:18:19,866

will also be publishing

614
00:18:19,866 --> 00:18:21,866
a list of CAC organizations

615
00:18:21,866 --> 00:18:24,600
who can speak different languages.

616
00:18:24,600 --> 00:18:26,666
And we're also working to host

617
00:18:26,666 --> 00:18:27,466
enrollment events

618
00:18:27,466 --> 00:18:30,633
with onsite translators as well.

619
00:18:30,633 --> 00:18:33,133
For individuals who speak ASL,

620
00:18:33,133 --> 00:18:35,200
MassHealth also offers on-demand

621
00:18:36,466 --> 00:18:37,266
VRI

622
00:18:37,266 --> 00:18:40,166
which is like a video ASL support

623
00:18:41,000 --> 00:18:41,700
at the MassHealth

624
00:18:41,700 --> 00:18:45,933
Enrollment Centers as well.

625
00:18:45,933 --> 00:18:47,066
If members

626
00:18:47,066 --> 00:18:48,033
complete their renewal

627
00:18:48,033 --> 00:18:49,200
but find they no longer

628
00:18:49,200 --> 00:18:50,466
qualify for MassHealth,

629
00:18:50,466 --> 00:18:51,600
you can also help them

630
00:18:51,600 --> 00:18:53,733
find other affordable coverage.

631
00:18:53,733 --> 00:18:55,333
Niki will talk a little bit

632
00:18:55,333 --> 00:18:57,433
more about what this means

633
00:18:57,433 --> 00:18:58,666
in terms of transitioning

634
00:18:58,666 --> 00:18:59,833
to the Connector.

635
00:18:59,833 --> 00:19:01,000
And members who are over

636
00:19:01,000 --> 00:19:03,000
65 also may have other

637
00:19:03,000 --> 00:19:06,133
affordable options, such as

638
00:19:07,833 --> 00:19:10,200

enrolling in

639
00:19:10,866 --> 00:19:12,466
the Medicare Savings Program,

640
00:19:12,466 --> 00:19:13,266
the Frail Elder

641
00:19:13,266 --> 00:19:15,466
Waiver, the Program of All-Inclusive

642
00:19:15,466 --> 00:19:21,466
Care for the Elderly or other programs.

643
00:19:21,466 --> 00:19:23,166
We are also putting

644
00:19:23,166 --> 00:19:24,400
the finishing touches

645
00:19:24,400 --> 00:19:26,500
on the MassHealth Renewal Help Guide.

646
00:19:27,200 --> 00:19:28,833
I'm really excited about this resource.

647
00:19:28,833 --> 00:19:31,300
I think it will be so beneficial

648
00:19:31,300 --> 00:19:32,700
to folks in the community

649
00:19:32,700 --> 00:19:34,566
to CACs, Navigators,

650
00:19:34,566 --> 00:19:36,466
our own staff, honestly,

651
00:19:36,466 --> 00:19:38,366
which really just walks through

652
00:19:38,366 --> 00:19:39,400
in detail

653
00:19:39,400 --> 00:19:41,600
some of these key steps I've mentioned

654
00:19:41,933 --> 00:19:43,833
and really just gives you the information

655
00:19:43,833 --> 00:19:46,366
you need to answer member questions.

656
00:19:46,366 --> 00:19:48,533
This will be hopefully released

657
00:19:48,533 --> 00:19:50,500
in the end of this month.

658
00:19:51,166 --> 00:19:53,866
You can also look at our renewal website

659
00:19:53,900 --> 00:19:56,300
for some of the toolkit resources

660
00:19:56,300 --> 00:19:59,000
Mass.gov/MassHealthrenew

661
00:19:59,000 --> 00:20:00,166
we'll also be adding

662
00:20:00,166 --> 00:20:01,433
more to this website

663
00:20:01,433 --> 00:20:02,866

as the redeterminations

664
00:20:02,866 --> 00:20:06,233
effort goes forward.

665
00:20:06,233 --> 00:20:08,433
You can also help in other ways.

666
00:20:08,433 --> 00:20:10,200
You can sign up for our email list

667
00:20:10,200 --> 00:20:12,433
where we'll send information.

668
00:20:12,433 --> 00:20:13,566
You can attend trainings

669
00:20:13,566 --> 00:20:15,766
such as this one with MTF

670
00:20:15,766 --> 00:20:17,900
and you can also become part of the CAC

671
00:20:17,900 --> 00:20:19,233
or Certified Application

672
00:20:19,233 --> 00:20:21,366
Counselor program as well.

673
00:20:21,366 --> 00:20:22,266
If you're interested

674
00:20:22,266 --> 00:20:23,700
in being in the CAC program,

675
00:20:23,700 --> 00:20:25,033
there's an email at the bottom

676
00:20:25,033 --> 00:20:25,966
where you can reach out.

677
00:20:27,566 --> 00:20:28,900
With this and I will

678
00:20:28,900 --> 00:20:31,200
hand it off to Niki,

679
00:20:31,200 --> 00:20:32,266
and I think Niki

680
00:20:32,266 --> 00:20:34,166
wants to share her own slides as well.

681
00:20:34,166 --> 00:20:35,133
So I will.

682
00:20:35,133 --> 00:20:36,933
hand that off

683
00:20:37,000 --> 00:20:38,300
and we will come back to questions

684
00:20:38,300 --> 00:20:39,733
once Niki is done.

685
00:20:40,200 --> 00:20:41,466
Great. Thank you so much.

686
00:20:41,466 --> 00:20:42,800
Thanks, everyone.

687
00:20:42,800 --> 00:20:45,600
I just have a couple of slides to share

688
00:20:47,600 --> 00:20:49,766

and oops, sorry,

689
00:20:49,766 --> 00:20:51,666
but that just a couple of slides to share

690
00:20:51,666 --> 00:20:54,933
and then I'm happy to take questions

691
00:20:54,933 --> 00:20:55,900
with the group.

692
00:20:55,966 --> 00:20:58,133
So as Elizabeth mentioned,

693
00:20:58,133 --> 00:21:00,000
there are going to be some consumers

694
00:21:00,000 --> 00:21:02,300
who, after going through the renewal,

695
00:21:02,566 --> 00:21:05,066
find out that they no longer qualify

696
00:21:05,100 --> 00:21:06,966
for MassHealth coverage,

697
00:21:06,966 --> 00:21:08,400
but may still be

698
00:21:08,400 --> 00:21:09,700
in need of getting health

699
00:21:09,700 --> 00:21:11,066
insurance coverage.

700
00:21:11,066 --> 00:21:14,766
So we really want to just remind

701
00:21:14,766 --> 00:21:15,900
everyone and as you're

702
00:21:15,900 --> 00:21:18,133
talking with people, just reinforce

703
00:21:18,133 --> 00:21:19,300
that the Health Connector

704
00:21:19,300 --> 00:21:21,866
is still an option for coverage for them.

705
00:21:22,633 --> 00:21:25,066
So there is a new Special

706
00:21:25,066 --> 00:21:25,866
Enrollment Period

707
00:21:25,866 --> 00:21:27,466
or basically some modifications

708
00:21:27,466 --> 00:21:28,433
to our Special Enrollment

709
00:21:28,433 --> 00:21:30,633
Period that we want

710
00:21:30,633 --> 00:21:32,233
everyone to be aware of.

711
00:21:32,233 --> 00:21:34,133
And I think Elizabeth already covered

712
00:21:34,133 --> 00:21:34,900
some of this.

713
00:21:34,900 --> 00:21:36,066

But essentially,

714
00:21:36,066 --> 00:21:37,633
if somebody loses access

715
00:21:37,633 --> 00:21:39,600
to their MassHealth coverage,

716
00:21:39,600 --> 00:21:42,833
it is considered a qualifying life event

717
00:21:42,833 --> 00:21:44,066
and within our online

718
00:21:44,066 --> 00:21:45,633
application, it's going to trigger

719
00:21:45,633 --> 00:21:48,000
a special enrollment period. So

720
00:21:49,266 --> 00:21:50,700
usually

721
00:21:50,700 --> 00:21:51,033
what this

722
00:21:51,033 --> 00:21:52,433
means is that someone

723
00:21:52,433 --> 00:21:54,333
when there is a SEP,

724
00:21:54,333 --> 00:21:56,266
someone can enroll in or change health

725
00:21:56,266 --> 00:21:58,133
insurance outside of the Open

726
00:21:58,133 --> 00:22:00,033
Enrollment Period.

727
00:22:00,066 --> 00:22:01,700
Now here's where we made

728
00:22:01,700 --> 00:22:03,666
a little bit of a modification.

729
00:22:03,666 --> 00:22:05,866
So beginning on April 1st,

730
00:22:06,000 --> 00:22:07,866
anyone who is going through

731
00:22:07,866 --> 00:22:09,233
the online application,

732
00:22:09,233 --> 00:22:09,900
so basically

733
00:22:09,900 --> 00:22:11,733
anyone who updates their application

734
00:22:11,733 --> 00:22:12,933
in HIX,

735
00:22:13,100 --> 00:22:16,533
and receives an SEP for any qualifying

736
00:22:16,533 --> 00:22:18,166
life event they report,

737
00:22:18,166 --> 00:22:20,600
they're going to have an extended period

738
00:22:20,600 --> 00:22:22,766

of period of time to enroll in Health

739
00:22:22,766 --> 00:22:24,200
Connector coverage.

740
00:22:24,200 --> 00:22:25,400
So that enrollment window

741
00:22:25,400 --> 00:22:27,366
is usually I believe 60 days.

742
00:22:27,366 --> 00:22:28,933
This is going to be extended

743
00:22:28,933 --> 00:22:33,866
until November of this year.

744
00:22:33,866 --> 00:22:35,166
So with that,

745
00:22:35,166 --> 00:22:36,700
we want people to know

746
00:22:36,700 --> 00:22:38,800
about that because, again,

747
00:22:38,800 --> 00:22:40,300
as we said,

748
00:22:40,300 --> 00:22:42,300
losing MassHealth coverage

749
00:22:42,300 --> 00:22:44,400
is going to be a qualifying life event.

750
00:22:44,400 --> 00:22:45,766
But there are also other things

751
00:22:45,766 --> 00:22:47,400
that are going on in people's lives

752
00:22:47,400 --> 00:22:49,900
that could essentially be a

753
00:22:49,900 --> 00:22:51,266
qualifying life event.

754
00:22:51,266 --> 00:22:53,433
So their households

755
00:22:53,433 --> 00:22:55,800
itself, the makeup could have changed,

756
00:22:55,800 --> 00:22:56,533
someone's income

757
00:22:56,533 --> 00:22:58,166
could have gone up or down,

758
00:22:58,166 --> 00:22:59,566
the immigration status

759
00:22:59,566 --> 00:23:00,800
of someone in the household

760
00:23:00,800 --> 00:23:02,466
could have changed as well,

761
00:23:02,466 --> 00:23:04,933
or someone could have moved

762
00:23:04,933 --> 00:23:06,933
to a different part of Massachusetts.

763
00:23:06,933 --> 00:23:09,466

So all of these things, including others

764
00:23:09,500 --> 00:23:11,200
here, others that are listed,

765
00:23:11,200 --> 00:23:13,700
all of these things are events

766
00:23:13,700 --> 00:23:15,366
that would let somebody have

767
00:23:15,366 --> 00:23:17,233
a Special Enrollment Period.

768
00:23:17,233 --> 00:23:19,633
So some of the rules have stayed

769
00:23:19,633 --> 00:23:20,533
the same

770
00:23:20,900 --> 00:23:24,000
in that if someone has a life change,

771
00:23:24,266 --> 00:23:25,333
it's really important

772
00:23:25,333 --> 00:23:26,333
that they report it

773
00:23:26,333 --> 00:23:28,800
on their application within 30 days.

774
00:23:29,600 --> 00:23:30,200
And again,

775
00:23:30,200 --> 00:23:31,666
a lot of these life changes

776
00:23:31,666 --> 00:23:33,666
do result in qualifying

777
00:23:33,666 --> 00:23:35,666
for a Special Enrollment Period.

778
00:23:35,666 --> 00:23:37,600
But as many of you know,

779
00:23:37,600 --> 00:23:39,066
if somebody is in

780
00:23:39,066 --> 00:23:40,500
a Special Enrollment Period

781
00:23:40,500 --> 00:23:41,833
and they are

782
00:23:41,833 --> 00:23:44,466
looking to effectuate their coverage,

783
00:23:44,833 --> 00:23:46,900
all payment and enrollment deadlines

784
00:23:46,900 --> 00:23:48,200
still apply.

785
00:23:48,200 --> 00:23:50,466
So in the Health Connector world,

786
00:23:50,500 --> 00:23:52,500
the most important day of the month is

787
00:23:52,500 --> 00:23:54,933
the 23rd, which happens to be today.

788
00:23:54,933 --> 00:23:58,233

So again, you know that any plan

789
00:23:58,233 --> 00:23:59,333
that somebody wants to enroll in

790
00:23:59,333 --> 00:24:01,233
needs to be selected by the 23rd.

791
00:24:01,233 --> 00:24:03,733
And if they need to make a payment,

792
00:24:03,733 --> 00:24:05,500
they need to make that payment

793
00:24:05,500 --> 00:24:10,933
by the 23rd.

794
00:24:10,933 --> 00:24:13,866
So if you're thinking about

795
00:24:14,300 --> 00:24:15,766
the online application

796
00:24:15,766 --> 00:24:16,766
and you're wondering,

797
00:24:16,766 --> 00:24:20,400
okay, how is this going to look?

798
00:24:20,400 --> 00:24:21,133
Is this going to be

799
00:24:21,133 --> 00:24:23,166
a different experience?

800
00:24:23,166 --> 00:24:25,400
So similar to other times

801
00:24:25,400 --> 00:24:27,800
you have been in the application,

802
00:24:27,800 --> 00:24:30,633
the SEP questionnaire is going to display

803
00:24:30,633 --> 00:24:31,666
and it's going to work

804
00:24:31,666 --> 00:24:33,800
exactly as it currently does.

805
00:24:33,800 --> 00:24:34,500
The only thing

806
00:24:34,500 --> 00:24:35,566
that's going to be different

807
00:24:35,566 --> 00:24:36,500
is that there's going to be

808
00:24:36,500 --> 00:24:39,266
that extended enrollment window.

809
00:24:39,266 --> 00:24:41,200
And also when you're helping members,

810
00:24:41,200 --> 00:24:42,900
I really just want to

811
00:24:42,900 --> 00:24:43,633
just let you know

812
00:24:43,633 --> 00:24:45,766
that we are still going to mail

813
00:24:45,766 --> 00:24:47,500

any notices to people

814
00:24:47,500 --> 00:24:49,633
related to the special enrollment period

815
00:24:49,633 --> 00:24:52,266
that will, you know, business as usual.

816
00:24:52,500 --> 00:24:53,566
And we'll also

817
00:24:53,566 --> 00:24:55,866
request proof as we need to.

818
00:24:56,733 --> 00:24:59,100
So a lot of this is business as usual

819
00:24:59,533 --> 00:25:01,700
except with that extended window

820
00:25:01,700 --> 00:25:05,000
to allow people to take that extra time

821
00:25:05,000 --> 00:25:05,966
if they need it

822
00:25:05,966 --> 00:25:09,700
to get into Health Connector coverage.

823
00:25:09,700 --> 00:25:10,600
So really,

824
00:25:10,600 --> 00:25:11,300
that's all we have

825
00:25:11,300 --> 00:25:12,966
on the Health Connector side today.

826
00:25:12,966 --> 00:25:14,433
So happy to hand it

827
00:25:14,433 --> 00:25:16,066
back to Sue or Debbie.

828
00:25:17,600 --> 00:25:18,633
I want to thank everybody

829
00:25:18,633 --> 00:25:20,166
for joining us today.

830
00:25:20,166 --> 00:25:23,033
Special thanks for Elizabeth and Niki

831
00:25:23,033 --> 00:25:24,666
for sharing

832
00:25:24,666 --> 00:25:25,500
the information

833
00:25:25,500 --> 00:25:26,966
and also Kara for helping

834
00:25:26,966 --> 00:25:28,900
answering the questions.

835
00:25:28,900 --> 00:25:30,266
We wish everybody well

836
00:25:30,266 --> 00:25:31,766
and enjoy the rest of your day

837
00:25:31,766 --> 00:25:33,200
and we hope to see you

838
00:25:33,200 --> 00:25:34,966

another one of our webinars coming

839
00:25:34,966 --> 00:25:36,566
up soon. Thank you. Bye bye.