

Description

Release 25

Release date: July 28, 2022

On July 28, 2022, Release 25 was implemented in the online system at MAhealthconnector.org or commonly known as HIX. When you login on or after July 28th, you should make sure to [clear your cache and cookies](#) prior to opening up HIX.

This release will include the following updates:

- [Continuous Post-partum Eligibility](#)
- [New SNAP Option](#)
- [Enhancements to the Report a Change \(RAC\) Options](#)
- [Enhancements to the My Account Dashboard](#)
- [Overall System Enhancement when the HUB is Unavailable](#)
- [Update to MassHealth Fair Hearing Form](#)
- [Update to Verify Lawful Presence](#)

Continuous Post-partum Eligibility

MassHealth provides postpartum coverage for 60 days plus an additional period extending to the end of the month in which the 60-day period ends. **On April 1, 2022, [MassHealth extended its postpartum coverage period](#)** to provide 12 months of coverage, plus an additional period extending to the end of the month in which the 12-month period ends, who were eligible for a Final MassHealth benefit while pregnant. This extension of coverage will significantly improve access to health care and continuity of care, particularly in the vulnerable period after childbirth.

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. See Enhancements to the RAC Options for screenshots.

New SNAP Option

In Release 25, applicants and members will have the option to select to have their MassHealth application or renewal serve as an application for SNAP benefits. The new checkbox option to apply for SNAP benefits will be on the “Do you need help paying for health coverage?” screen.

As next steps, *“What happens after you apply for SNAP benefits?”* will display when checkbox is selected. In addition, the DTA Rights and Responsibilities is added to the Signature page. The applicant or member must complete the application by reviewing, signing, and submitting the application.

When the checkbox is selected, MassHealth will transfer the applicant or member’s information directly to the Department of Transitional Assistance (DTA) to automatically initiate the SNAP application, including head of household 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.

Sample Screenshot of new SNAP checkbox

Application Year 2021 **Start Your Application** Family & Household Income Additional Questions Review & Sign

Do you need help paying for health coverage?

There is currently no income limit for getting help with health coverage costs through the Health Connector. Choose "Yes" to see if you qualify for financial help.

When you see a star (), you must complete the field.
When you see an ⓘ, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.*

Do you want to find out if you or your family can get help paying for some or all of your premium (cost) for health coverage? This could include MassHealth, ConnectorCare plans, and tax credits. * ⓘ

Yes, I want to see if I can get MassHealth or help paying for health care

No, I don't want any help paying for health care ⓘ

I'm not sure ⓘ

Supplemental Nutrition Assistance Program (SNAP)

The Supplemental Nutrition Assistance Program (SNAP) is a federal program that helps you buy healthy food each month. ⓘ

Check this box if you want this application to be sent to the Department of Transitional Assistance to serve as an application for SNAP benefits. You must read the rights and responsibilities and sign to proceed with the application.

Save and Continue

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Sample screenshot of “What happens after you apply for SNAP benefits?”

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No, I don't want any help paying for health care ⓘ

I'm not sure ⓘ

Supplemental Nutrition Assistance Program (SNAP)

The Supplemental Nutrition Assistance Program (SNAP) is a federal program that helps you buy healthy food each month. ⓘ

Check this box if you want this application to be sent to the Department of Transitional Assistance to serve as an application for SNAP benefits. You must read the rights and responsibilities and sign to proceed with the application.

Checking this box does not submit the SNAP application to DTA until you read the DTA rights and responsibilities, sign, and submit.

What happens after you apply for SNAP benefits?

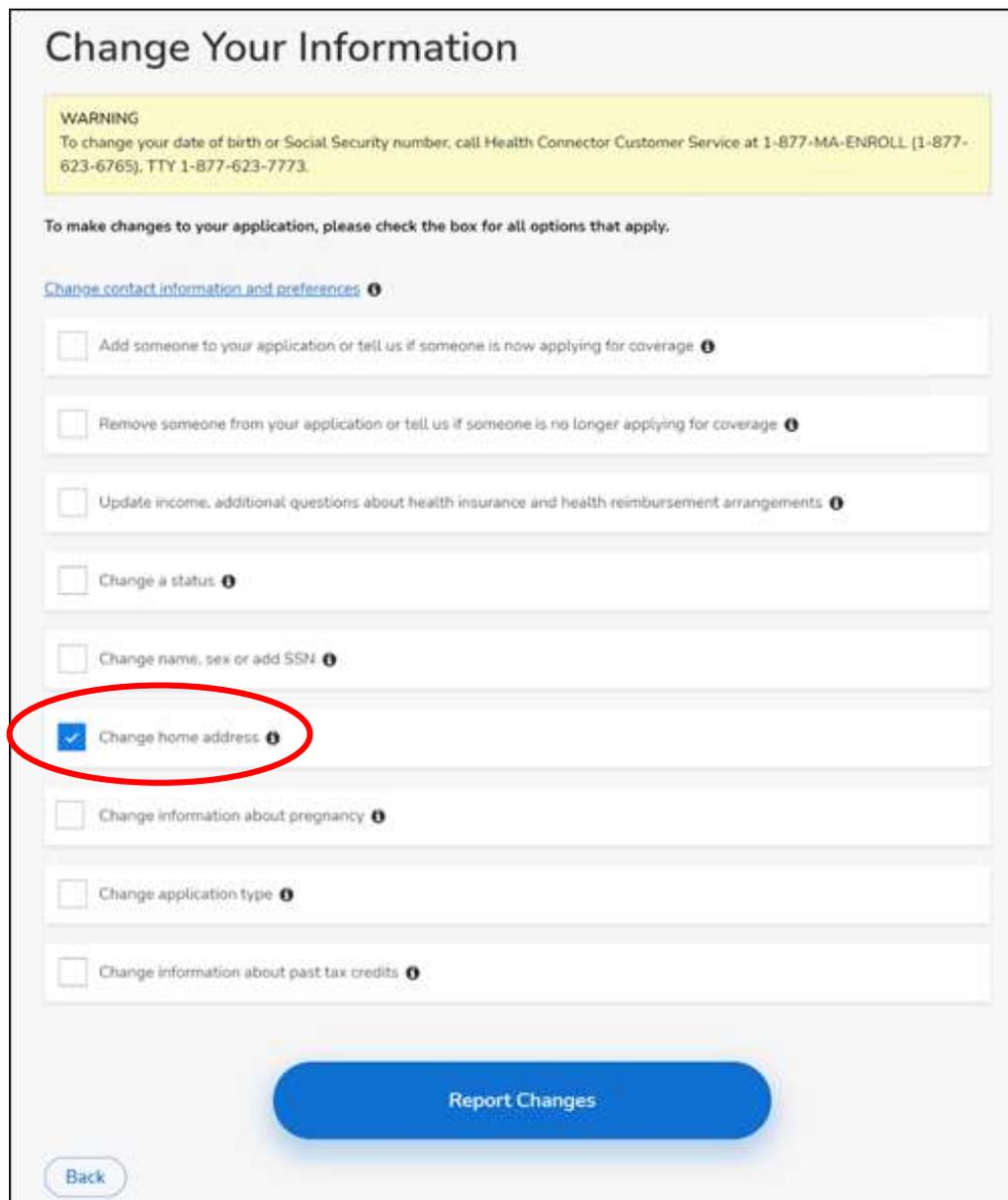
1. DTA will contact you to complete a phone interview.
2. DTA will work with you to verify information about your case.
3. You will get an Electronic Benefit Transfer (EBT) card to access benefits, if approved.
4. You will receive a notice about your decision within 30 days.

Save and Continue

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- [Updating pregnancy](#): This allows the user to change information about pregnancy by going through only those questions/screens which require information associated to the pregnancy in the application. However, if the user wants to add a newborn or make additional changes, they will need to visit additional screens, potentially the entire application, and sign and submit the application.

Sample screenshots: Update home address



Change Your Information

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.

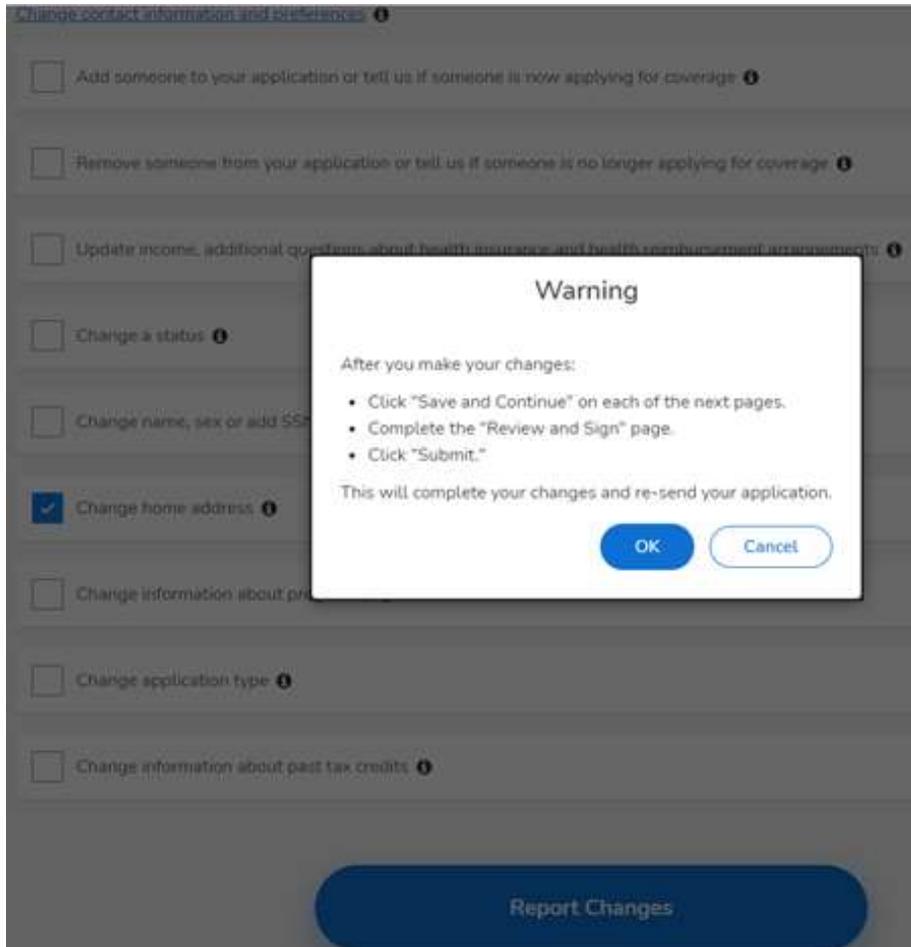
[Change contact information and preferences](#) ⓘ

- 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 ⓘ
- Update income, additional questions about health insurance and health reimbursement arrangements ⓘ
- Change a status ⓘ
- Change name, sex or add SSN ⓘ
- Change home address** ⓘ
- Change information about pregnancy ⓘ
- Change application type ⓘ
- Change information about past tax credits ⓘ

Report Changes

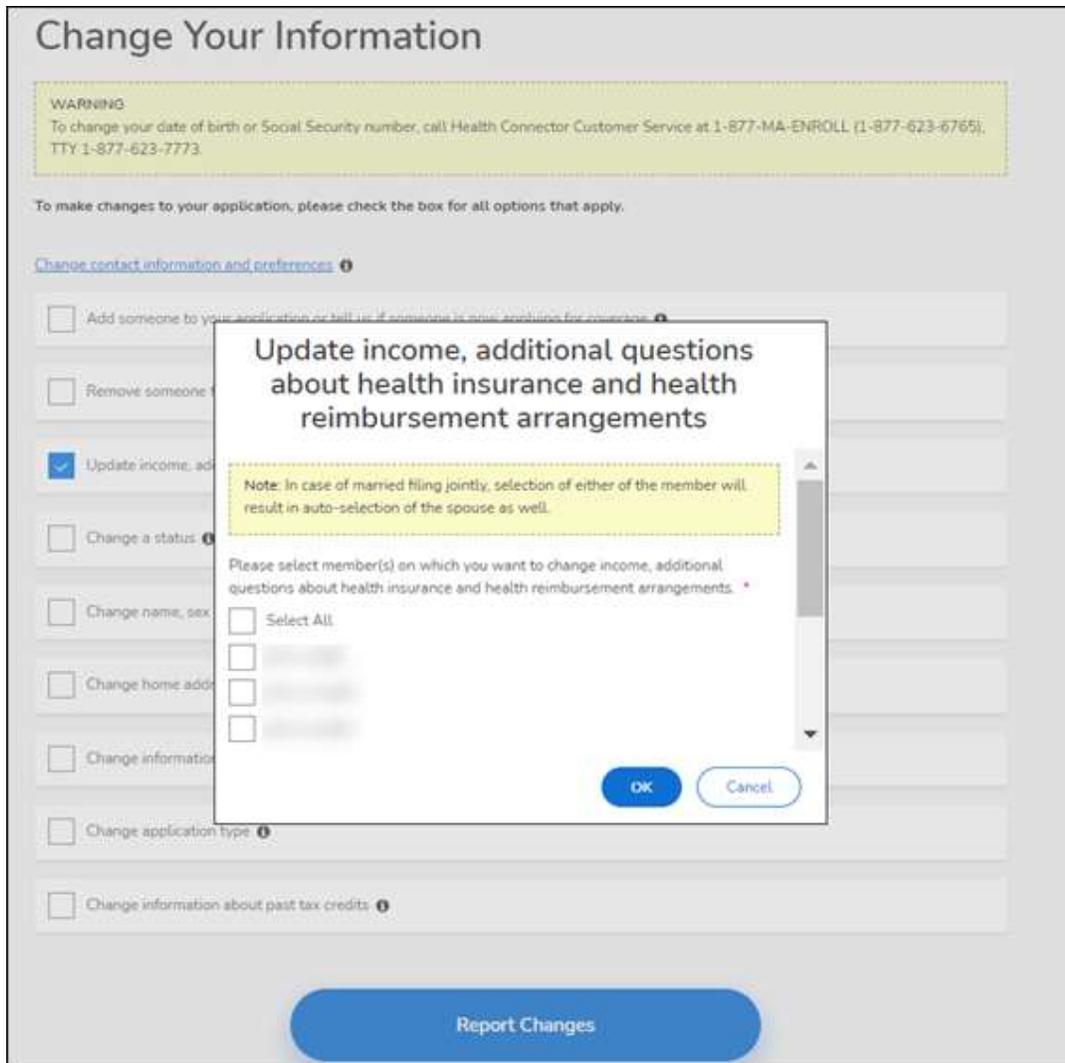
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Sample screenshots: Update home address (additional display)



Sample screenshot: Update Income

The user will be asked which household members' income needs to change



Change Your Information

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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](#)

- Add someone to your application or tell us if someone is now applying for coverage
- Remove someone
- Update income, additional questions about health insurance and health reimbursement arrangements
- Change a status
- Change name, sex
- Change home address
- Change information about your current health insurance
- Change application type
- Change information about past tax credits

Update income, additional questions about health insurance and health reimbursement arrangements

Note: In case of married filing jointly, selection of either of the member will result in auto-selection of the spouse as well.

Please select member(s) on which you want to change income, additional questions about health insurance and health reimbursement arrangements.

- Select All
-
-
-

OK Cancel

Report Changes

Sample screenshot: Update pregnancy

Change Your Information

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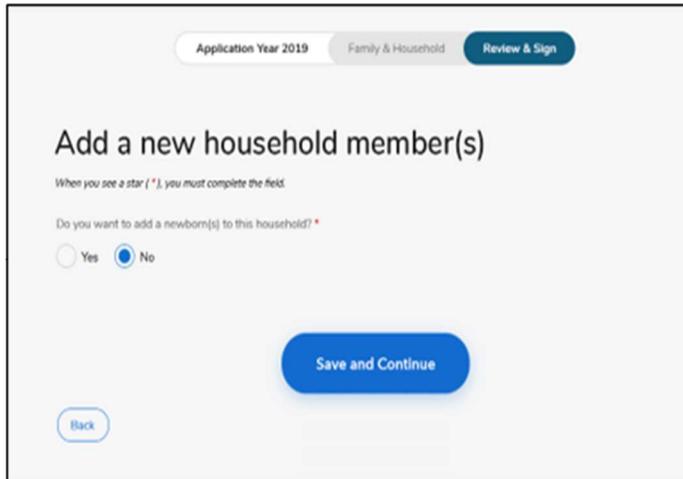
[Change contact information and preferences](#) ⓘ

- Add someone to your application or tell us if someone is now applying for coverage ⓘ
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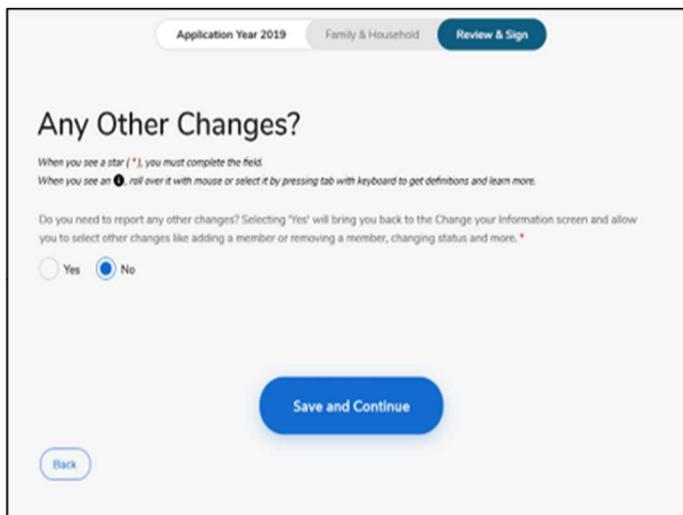
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[Report Changes](#)

Additional Options to *Add a new household member* will be available after completion of *Change information about pregnancy*



The screenshot shows a web form titled "Add a new household member(s)". At the top, there are three tabs: "Application Year 2019", "Family & Household", and "Review & Sign". Below the title, there is a note: "When you see a star (*), you must complete the field." The main question is "Do you want to add a newborn(s) to this household? *". There are two radio button options: "Yes" and "No", with "No" selected. At the bottom, there is a "Save and Continue" button and a "Back" button.



The screenshot shows a web form titled "Any Other Changes?". At the top, there are three tabs: "Application Year 2019", "Family & Household", and "Review & Sign". Below the title, there are two notes: "When you see a star (*), you must complete the field." and "When you see an ⦿, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more." The main question is "Do you need to report any other changes? Selecting 'Yes' will bring you back to the Change your Information screen and allow you to select other changes like adding a member or removing a member, changing status and more. *". There are two radio button options: "Yes" and "No", with "No" selected. At the bottom, there is a "Save and Continue" button and a "Back" button.

Overall System Enhancement when the HUB is Unavailable

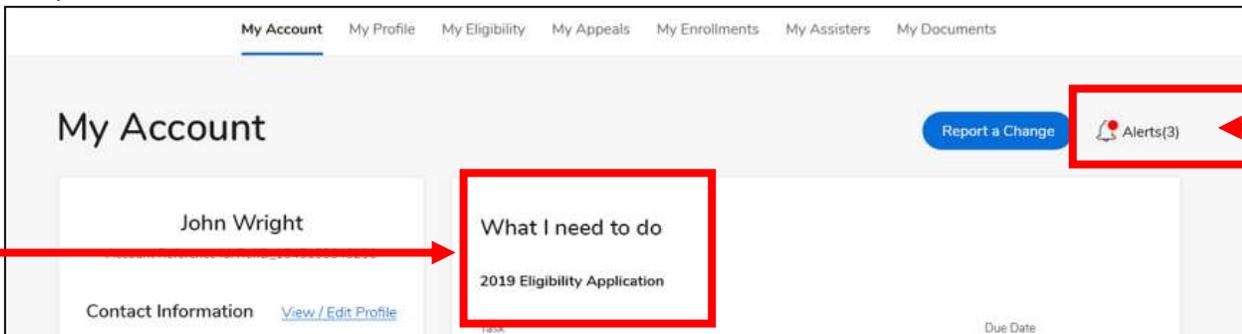
Prior to R25, the system would stop existing users or members from moving forward in the application when the HUB was down. In R25, in certain circumstances, HIX shall provide the capability of allowing existing users to continue submitting an application when the HUB is down and an RFI will be sent to the applicant or member.

Enhancements to the *My Account Dashboard*

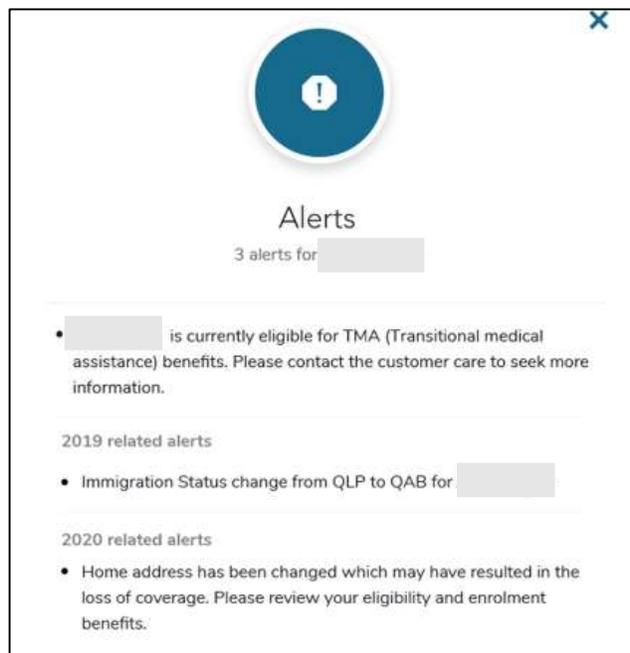
In R25, the system is enhanced to improve the user experience. The following has been updated on the “My Account” dashboard screen:

- A new "Alerts" icon will display at the top right corner of the screen for certain information. Some examples are:
 - Home Address change - displays when there is a change in home address
 - Transitional Medical Assistance (TMA) – displays if the member is currently in a TMA period and has active MassHealth Standard benefits
 - Self-Attested Disability

Sample Screenshot



The “What I need to do” page has been updated to indicate when an RFI is outstanding and the RFI due dates including past due if it is expired. It will also include an expired renewal link if a renewal is not completed, and an expired renewal.



Continuing with an Application when HUB Services is Down

Before R25, HIX does not have the ability to stop or allow a user to continue with an application when Hub services are down. R25 updates will allow HIX to either stop or allow the user to proceed with an application when errors are received for the following information:

- Social security information
- Citizenship and immigration
- Income
- Access to other health insurance such as (Tricare, Peace Core, Veterans, Medicare)
- APTC (Advanced Premium Tax Credits)

With this update HIX will either allow users to proceed or be given an error message with instructions to contact customer service. For Example:

If the service used to verify citizenship and immigration status is down, users will receive a message that they may continue with manual verification or exit the application and come back. If the user continues; this will result in an RFI, since the system was unable to electronically verify the member's information.

Users will receive the following message:

"We are unable to electronically verify your [immigration] status at this time. You may continue with your application by clicking the Continue with Manual Verification button below. If you wish to continue you may need to send supporting documentation. You may exit the application and come back later, and we will try to electronically verify your information."

Users may also receive an error message that they will not be allowed to proceed with the application. The error message prompts the user to come back or call customer service and the application is stopped:

"We cannot electronically verify the information you entered at this time. Please call Customer Service"

A "Continue with Manual Verification button" will be present, at bottom of the screen, when the above error message is given.

Sample screenshot of when a user can continue the application through the manual verification process

- Citizenship/Immigration Status

Federal services are unable to verify your immigration status at this time. You can continue with your enrollment through a manual verification process. You may be asked to provide supporting documentation. If you have questions, please contact Customer Service at 1-877-MA-ENROLL (1-877-623-6765), TTY: 1-877-623-7773 during business hours.

[More information on Immigration Document Types](#)

- Citizenship/Immigration Status

We cannot electronically verify the information you entered at this time. Please call Customer Service at 1-877-MA-ENROLL (1-877-623-6765) for assistance and give HX009000 as the Error Code received.

[More information on Immigration Document Types](#)

Sample error messages for when users will not be able to continue an application

We could not verify your information at this time. Please call Customer Service at <844-250-8681> for help. When you call, please give HX000000 as the Error code that you received.

Income

We will not be able to verify your income electronically at this time. Please try again later or contact Customer Service at 1-877-623-6765 (TTY 1-877-623-7773) during business hours if you continue to experience this issue.

[More information on Income Sources](#)

Now tell us about the current income for everyone in your family and tax household.

- If spouses have joint income, only list it once.

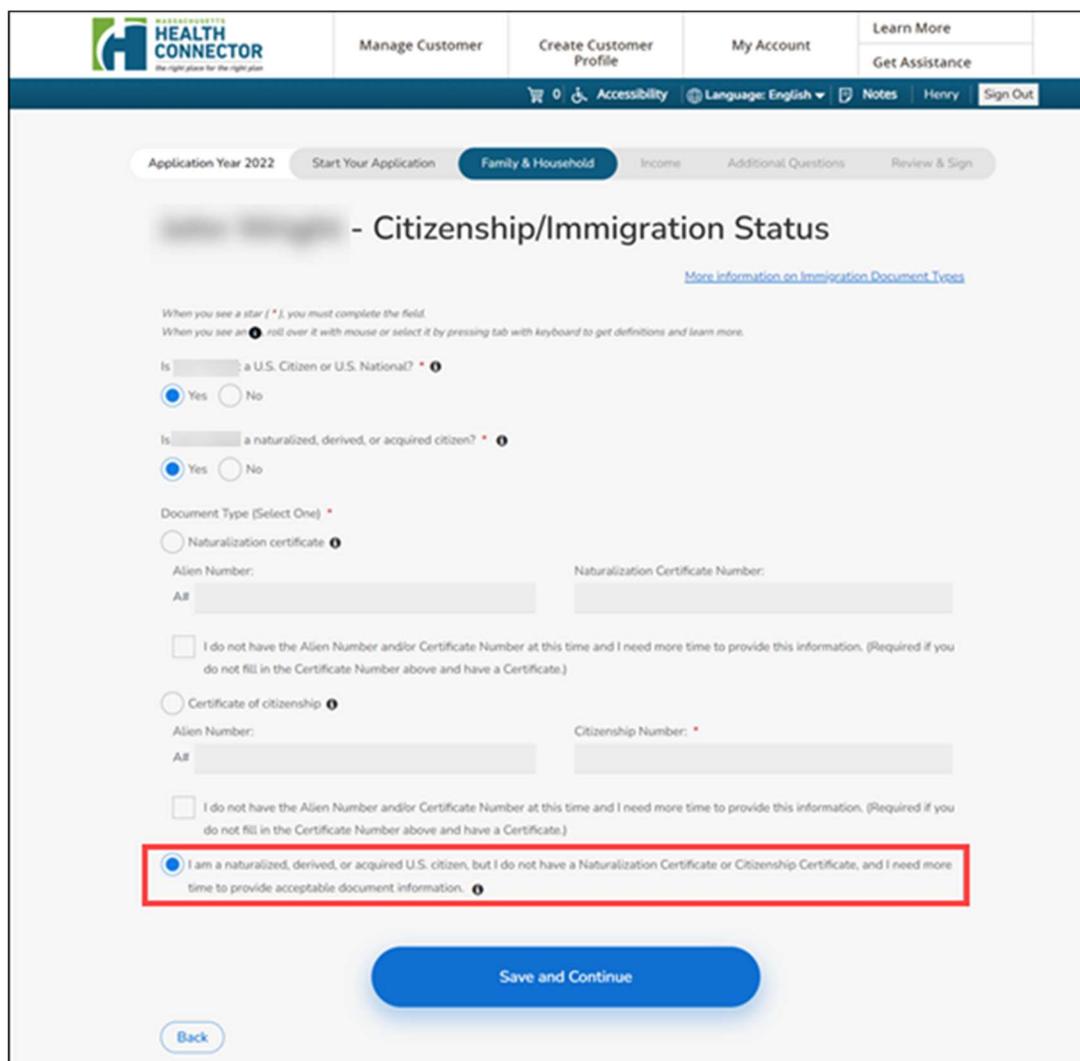
Update to MassHealth Fair Hearing-Appeals Form

The MassHealth Fair Hearing Appeals form has been updated to reflect a change in the time frame to file an appeal. Instead of 30 days, members will now have 60 days to appeal a MassHealth decision.

Update to Verify Lawful Presence

HIX has 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 to complete the application. The applicant/member will receive a Request for Information (RFI).

Sample screenshot of VLP option



Application Year 2022 Start Your Application **Family & Household** Income Additional Questions Review & Sign

Citizenship/Immigration Status

[More information on Immigration Document Types](#)

When you see a star (*), you must complete the field.
When you see an , roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.

Is a U.S. Citizen or U.S. National? * 

Yes No

Is a naturalized, derived, or acquired citizen? * 

Yes No

Document Type (Select One) *

Naturalization certificate 

Alien Number: Naturalization Certificate Number:

Ali#

I do not have the Alien Number and/or Certificate Number at this time and I need more time to provide this information. (Required if you do not fill in the Certificate Number above and have a Certificate.)

Certificate of citizenship 

Alien Number: Citizenship Number: *

Ali#

I do not have the Alien Number and/or Certificate Number at this time and I need more time to provide this information. (Required if you do not fill in the Certificate Number above and have a Certificate.)

I am a naturalized, derived, or acquired U.S. citizen, but I do not have a Naturalization Certificate or Citizenship Certificate, and I need more time to provide acceptable document information. 

Save and Continue

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