



## HEALTH CARE FOR ALL

### ACA-3 Application Tips November 25, 2014

#### Filling out the Application

- It is difficult for an online application to be “unlocked” or changed once it is submitted.
  - REVIEW THE APPLICATION FOR ERRORS BEFORE SUBMITTING. With the online application, there will be summaries and you can go back to edit before submitting.
- If the custodial parent is applying for help paying for health insurance, they should not say child is claimed as tax dependent by noncustodial parent. (Otherwise the system will require household information about the noncustodial parent.)
- You might notice a difference between the immigration questions about being in the United States before 1996 on the paper application and online.
  - Answer the question correctly – MassHealth and the Health Connector know it is worded differently online and on paper and will enter it correctly.
- DO NOT send in the disability supplement and medical release forms for an applicant until it is requested.
  - The application first needs to be sent from the new eligibility system to MA-21.
  - The disability determination process happens the same way as previously.
- Do not enter hyphens when entering an Alien Registration number.

#### Identity Proofing

- There are two steps to ID proofing:
  - 1) Entering your personal information, which you have **three** attempts to enter, and
  - 2) Answering several Experian-generated multiple choice questions, which you have **one** attempt to answer.
- One person per household must pass ID proofing in order to submit an application online. If one household member fails ID proofing, another household member can try to pass.
- If a person fails ID proofing, they will need to pass ID proofing by sending in one of the documents listed on the ‘Get Help’ Guide here: <https://betterhealthconnector.com/start>.
- A person can avoid ID proofing altogether by completing a paper application, but if the person has already tried to apply online and failed ID proofing, they do still need to pass ID proofing by sending in one of the documents listed here: <https://betterhealthconnector.com/start>.
- ID proofing is separate from verification of identity. Verification of identity is required after ID proofing as a part of the application process. A person can pass ID proofing and still need to submit a document verifying their identity.

### Data Matches

- The Health Connector website is connected to an outside Federal Data Hub system which is used to confirm information such as identity, address, or income. Sometimes these outside systems may be slow or unavailable, which is outside the Health Connector’s control, and may prevent applicants and assisters from being able to complete applications.
  - The Health Connector will try to alert applicants on their homepage whenever this happens. If possible, save the application and try to complete it at a later time.
- If you receive the message: “The external system to verify your Citizenship/Immigration is unavailable...” this does not mean the system is down. You should call Health Connector customer service at 1-877-MA-ENROLL (1-877-623-6765) to proceed with the application, and not automatically drop to a paper application. Customer service should be able to help you proceed with the online application.

### Plan Selection

- MassHealth members cannot select a plan online – plan selection happens the same as it did previously – by calling MassHealth Customer Service at 1-800-841-2900.
- ConnectorCare plans and benefit descriptions are currently displayed incorrectly. The dollar amounts shown are correct (premiums and co-pays) but consumers may not understand that the plans have no deductible. This is a known system issue. The best way to get the most accurate information about a ConnectorCare plan is to go to the ConnectorCare Info Sheet.

ConnectorCare Health Insurance Carriers	ConnectorCare plan name as it is displayed in the system
Boston Medical Center HealthNet Plan	BMC HealthNet Plan - Silver A
CeltiCare Health Plan	Ambetter Balanced Care
Fallon Health	Community Care Silver Connector A
Health New England	HNE Silver A
Minuteman Health	MyDoc HMO Silver Basic
Tufts Health Plan-Network Health	Tufts Health Direct Silver
Neighborhood Health Plan	NHP Prime HMO 2000/4000 30/50

### EVS Messages

- MassHealth, Health Safety Net, and Children’s Medical Security Plan EVS messages should show for new eligibility determinations within 30 minutes of an eligibility determination.
  - DO NOT CALL MASSHEALTH CUSTOMER SERVICE UNLESS THE MESSAGE DOES NOT SHOW AFTER 48 HOURS.
- ConnectorCare will not be displayed on EVS.

### Coverage Transitions

- MassHealth will manually extend coverage to the end of the month for people who will be moving to a Qualified Health Plan (QHP) – be on the lookout for errors!