

Assister Updates MTF – April 2015

Agenda

- Recent Updates/Changes
- Assister Best Practices
- CAC Updates and Reminders
- Questions

Recent updates have been included in Assister mailings and MA Health Care Training Forum Updates including:

- New Fax coversheet
- Change in MassHealth Application and Verification Fax Number
- System Update to Optum ID

Reminder: Use the new fax number for faxing applications, documentation, and verifications

New Fax Number: 857-323-8300

- Use it to fax:
 - New paper applications (Massachusetts Application for Health and Dental Coverage and Help Paying Costs paper applications (ACA-3)) for subsidized health coverage
 - Forms: CDF, NDF, PSI, ARD
 - Eligibility Verification documents—except those related to Identity Proofing

Reminder: Use the updated MassHealth Health Coverage Mail/Fax Coversheet (HC-CS (02/15))

- The updated MassHealth Health Coverage Mail/Fax Coversheet is posted to the [MassHealth Website](#) and the LMS. Be sure you are using the updated, two-page coversheet to submit applications or documentation.
- Kindly do not use photocopied cover sheets: Bar code will not work as well. Print out a batch instead.
- Always mail or fax verifications to the address or fax on the letter requesting the verifications.

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- New coversheet contains useful reference tool in determining where to send which types of documents

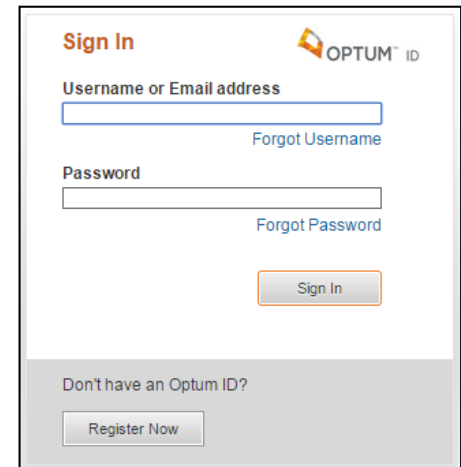
Fax or Mail Information for Health Connector or MassHealth

Type of Document	Where to Send
<input type="checkbox"/> » New paper applications for subsidized (assistance with paying) health coverage, including Health Connector (ConnectorCare plans and those seeking premium tax credits), MassHealth, or HSN coverage » Eligibility verification documents for MassHealth and the Health Connector	Subsidized applications and verifications for eligibility should be sent to: Health Insurance Processing Center P.O. Box 4405 Taunton, MA 02780 NEW Fax: 857-323-8300
<input type="checkbox"/> » New paper applications for unsubsidized (no assistance with paying) health insurance through the Health Connector » Closed Enrollment verification for Health Connector plan	Unsubsidized applications and verifications for IDP and Closed Enrollment should be sent to: Massachusetts Health Connector 133 Portland Street, 1st Floor Boston, MA 02114-1707 Fax: 617-887-8745
<input type="checkbox"/> » MassHealth long-term-care applications and Supplement A + Buy-In applications	These applications should be sent to: Central Processing Unit P.O. Box 290794 Charlestown, MA 02129 Fax: 617-887-8799

Recent Updates/Changes: System Update to Optum ID

Recent security updates were made to the Optum ID process within the online application.

- Consumers who are new to the online system will see additional requirements when they create their system user name, password, and security questions
- Changes have no impact on existing users unless they want to reset an existing password



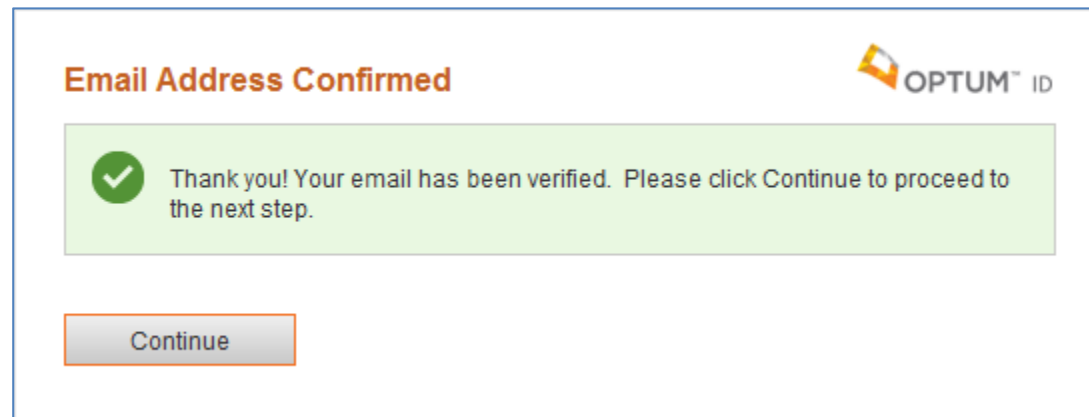
The screenshot shows the 'Sign In' page for the Optum ID system. It features a header with the 'Sign In' text and the 'OPTUM ID' logo. Below the header are two input fields: 'Username or Email address' and 'Password'. Each field has a corresponding 'Forgot' link ('Forgot Username' and 'Forgot Password'). A 'Sign In' button is positioned below the password field. At the bottom of the page, there is a section for users who do not have an Optum ID, with a 'Register Now' button.

The changes include:

- Updates to Privacy Policy
- A simplified confirmation code screen and confirmation email process

Recent Updates/Changes: System Update to Optum ID

- The messaging is more user friendly and the user now receives a confirmation screen that an email has been sent to them
- Once the email is confirmed, the user is asked to click a “Continue” button rather than automatically redirected to the website



Recent Updates/Changes: System Update to Optum ID

- Improved password reset functionality includes a password recovery link taking the user directly to the password reset screen

Forgot Password

Primary Email : bos*****1@gmail.com **1**

Security Questions:

If you have lost access to all of your account recovery options, please contact us at optumcloudsupport@optum.com or 855-819-5909.

Forgot Password


We have sent the account reset authorization code to your email address. Please follow the link in the email to reset your account. **2**

Primary Email : ji***22@yopmail.com

Security Questions:

If you have lost access to all of your account recovery options, please contact us at optumcloudsupport@optum.com or 855-819-5909.

Your Optum ID account information Inbox x

 no_reply@healthid.optum.com 2:34 PM (7 minutes ago) ☆

to me ▾

Your Account Information
MAHealthConnector

Hello

Your email confirmation is almost complete. Please click on the link below to verify your email address and continue.

[Confirm Email Address](#) **3**

If you prefer, you can copy and enter the confirmation code in your browser:

Confirmation Code: [3122976](#)

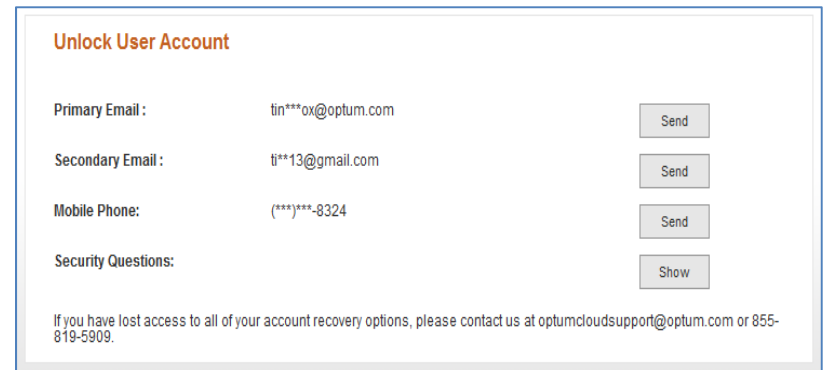
If you did not request a confirmation link or code, or if you have any questions, contact us at:
[855-819-5909](tel:855-819-5909)
optumcloudsupport@optum.com

Thank you,
Optum ID

Recent Updates/Changes: System Update to Optum ID

- Improved password reset functionality that includes a password recovery link taking the user directly to the password reset screen.

In the email sent, instead of a plain text temporary password being sent, a password recovery link will be included in the email.



Unlock User Account

Primary Email : tin**ox@optum.com

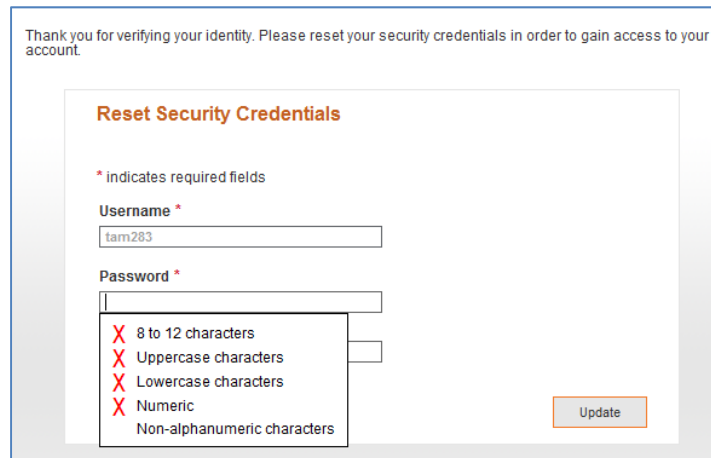
Secondary Email : ti**13@gmail.com

Mobile Phone: (***)**-8324

Security Questions:

If you have lost access to all of your account recovery options, please contact us at optumcloudsupport@optum.com or 855-819-5909.

- Enhanced password security requirements.



Thank you for verifying your identity. Please reset your security credentials in order to gain access to your account.

Reset Security Credentials

* indicates required fields

Username *

Password *

- X 8 to 12 characters
- X Uppercase characters
- X Lowercase characters
- X Numeric
- X Non-alphanumeric characters

Requirements:

- 8-12 Characters
- Both Upper and Lower Case Characters
- Numeric
- Non-alphanumeric character (e.g., ! \$ &)

Assister Best Practices

- HIPAA / PHI Reminders
- Application Tips/Best Practices

Always protect consumer/patient information, especially when working to resolve consumer issues with MassHealth or the Health Connector.

- Learn and follow Federal, State, and your organization's security and privacy guidelines for handling Protected Health Information (PHI) or personally identifiable information, including guidelines outlined in Assister agreements and Assister training.
- Never leave PHI in a voice mail message (leave your contact information so someone can call you back)

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Assister Best Practices: HIPAA / PHI Reminders

- Never include PHI in an email unless:
 - You are requested to do so ***and***
 - You use secure email that encrypts the information (check with your organization's IT department to learn how to send secure email messages using your email system)
- Sharing information inappropriately is a violation of HIPAA laws

Reminder: To assist consumers as a Certified Application Counselor:

- ✓ **Your organization must be a CAC Designated organization**
 - If your organization wishes to become a CAC Designated organization, email us at: CACImplementation@state.ma.us
- ✓ **You must complete the CAC training in the Learning Management System (LMS) and print your CAC certificate**
 - If you don't have access to the LMS and wish to become a CAC, contact the Lead CAC trainer for your organization or email the training team at: MAhealthconnectorTraining@state.ma.us

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CAC Updates and Reminders Becoming a CAC/CAC Org

- ✓ CAC Training is continuous. In addition to the certification training in the LMS, it includes email updates, conference calls, webinars, and in-person trainings such as the MTFs
- ✓ CACs must be recertified annually. Be sure to watch for information about recertification coming out later this summer

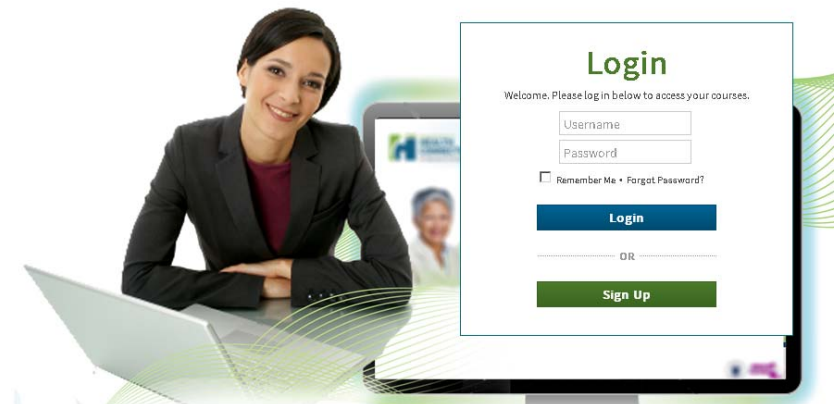
CAC Updates and Reminders

Updates for Lead CAC Trainers

- Report changes in staffing immediately
 - Be sure to let us know as soon as someone leaves or changes jobs in your organization and is no longer acting as a CAC for your organization. Otherwise they remain on our 'active' list and we continue to share Assister-specific information with them
- Include language and direct phone number for CAC
 - The latest CAC Training Request form, available in the LMS, includes space to note CAC languages (spoken or written) as well as for direct phone number/extension
- Designate a Back up Lead CAC trainer if you don't have one
 - Send CAC Training Request form to CAC training team

Accessing the Learning Management System

- **LMS website:**
<http://mahealthconnector.absorbtraining.com/#/login>
- **Username:** Typically Firstname.Lastname
- **Password:** Use the Forgot Password link to reset your password if you forget it
- **Questions:** Email the CAC training team:
MAhealthconnectorTraining@state.ma.us



Questions?

