

Important News About Your MassHealth Health Plan



COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF]
[MEMBER FIRST NAME] [MEMBER LAST NAME]
[STREET ADDRESS 1] [STREET ADDRESS 2]
[CITY], [STATE] [ZIPCODE]

Date: [DATE]
Member ID: [XXXXXXXXXX]

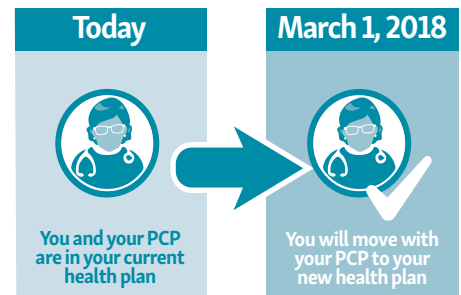
Dear [Member Name],

On March 1, 2018, MassHealth will introduce new health plans designed to keep you—and your providers—focused on your health goals. Your primary care provider (PCP), <PCC_NAME_PRO>, is joining one of these new health plans, <ACO_NAME_PRO>, an Accountable Care Organization (ACO) Partnership Plan. Starting March 1, 2018, we are enrolling you in this plan so that you can continue to receive care from your PCP. **Please note, even though your health plan is changing, your MassHealth benefits will stay the same.**

Important. If <PCC_NAME_PRO> is not your PCP, please call us at 1-800-841-2900 and let us know who your PCP is.

If you do not want to move to your new health plan

- Please let us know before **March 1, 2018**.
- After this date, you still have until **May 31, 2018**, to try out your new ACO health plan and change plans for any reason.



More information about ACOs and your health plan options can be found in this letter.

What do I need to do?

You may want to confirm that other doctors, specialists, behavioral health providers, and hospitals that are most important to you are part of your new health plan. You can do this in the following ways.

- Checking your new health plan’s website <ACO_URL>
- Calling your new health plan at <ACO_PHONE>
- Checking the MassHealth website at **MassHealthChoices.com**
- Contacting your doctors, specialists, behavioral health provider, and/or hospitals

GOOD NEWS! If you are happy joining your new health plan with your PCP, you DO NOT need to do anything.

Important Dates

March 1, 2018

If you don’t choose another health plan, on **March 1, 2018**, you will be enrolled in <ACO_NAME_PRO>.

May 31, 2018

You have until **May 31, 2018**, to try out your new health plan and change plans for any reason.

What does being in an ACO health plan mean for me?

An ACO is a health plan that is accountable to provide quality care and help you meet your health goals. ACOs have groups of primary care providers (PCPs) and other providers who work together to meet your overall health care needs.

In an ACO, your PCP and their team is responsible for working with you and your ACO's network of providers to help coordinate your care and connect you with available services and supports. This coordination can help you get the right care at the right time.

On or after **March 1, 2018**, if you are pregnant, in treatment, or have an upcoming surgery, you'll need to call your new health plan to let them know. Your health plan will work with you and your providers to avoid any interruptions to your care.

What else do I need to know?

You have an annual Plan Selection Period to try out your new health plan. This period starts on **March 1, 2018**. You have until **May 31, 2018**, to change your plan for any reason.

On **June 1, 2018**, you will be in your Fixed Enrollment Period and will only be able to change plans for certain reasons. You can find out more about these reasons in the Enrollment Guide, which was sent to your household and is also available online at mass.gov/masshealth.

What happens next?

If you don't do anything before **March 1, 2018**, you will get a welcome packet from your new health plan that will explain how to get the most out of your health plan benefits. You will continue to use your current MassHealth ID card (the card with the picture of Massachusetts on it), and you'll also receive a member ID card from your new health plan. Please bring both cards to all of your appointments.

How do I change my health plan or get more information?



ONLINE

Learn more about your health plan options and how to change your plan at MassHealthChoices.com. You can also read about health plan options in the Enrollment Guide sent to your household and available at mass.gov/masshealth.



CALL

You can also phone us at 1-800-841-2900 (TTY: 1-800-497-4648) to talk to someone about the information in this letter.



MAIL or FAX

Fill out the enrollment form, available at MassHealthChoices.com, and mail or fax it to us.



IN-PERSON

Attend one of the enrollment events, where MassHealth customer service representatives will be on hand to help you. Go to mass.gov/masshealth for more info.

Talk to a Certified Application Counselor or Navigator, who can also help you with your application. To make an appointment, go to <https://www.MAhealthconnector.org/help-center> and click the "Find an Enrollment Assister" button.

If your MassHealth eligibility changes, it may impact your health plan enrollment. If you are no longer a MassHealth member, please disregard this letter.

Sincerely,
MassHealth

Please Note You can get this information in large print or braille.
Call 1-800-841-2900 from Monday through Friday, 8:00 a.m. to 5:00 p.m.
TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled