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*MassHealth Renewal Extension for Members Seeking
Enrollment Assistance
March 24, 2015*

Federal law requires that MassHealth renew member eligibility every 12 months. From this process MassHealth determines who remains eligible for the MassHealth, Health Safety Net (HSN), and Children's Medical Security Plan (CMSP) programs. On **January 15, 2015** MassHealth began the renewal process for members whose coverage is due for renewal.

Because of systems problems last year, MassHealth renewals were interrupted for most members for quite some time. This means that we must reach out to a large number of members to renew eligibility now and over the new few months.

MassHealth wants to ensure that members who need it have access to assistance with completing a renewal application. Because of this, MassHealth will extend benefits for any members who have received notification to renew who make an appointment with an enrollment assister for help completing the renewal application. If a member makes an appointment, their MassHealth benefits will continue until we process their application but no later than **June 30, 2015**.

This applies to all members needing to renew who contact an enrollment assister seeking assistance, even if their benefits have already been terminated. All members who were in the household at the time of renewal notification will have their benefits extended.

All members who are referred to MassHealth because they contacted an enrollment assister seeking help will receive a letter from MassHealth letting them know their benefits are continuing until we process their application but no later than **June 30, 2015**. If they have already received a termination notice from MassHealth, this letter will let them know to disregard the previous termination letter.

Once we receive and process the member's renewal application, MassHealth will send them a new letter letting them know whether they still qualify for MassHealth or other health coverage. If a member fails to complete an application by **June 30, 2015** they will receive a letter from MassHealth informing them that their benefits have been terminated.

Process for Enrollment Assisters

This extension applies only to those members up for renewals who contact an enrollment assister seeking assistance in submitting a MassHealth 2015 renewal application.

In order to provide an extension of MassHealth benefits, we will provide assisters with a unique **Assister Renewal Request Extension Form** to track and refer members who contact them for renewal assistance. Each form should include information for the head of household who is seeking assistance. These forms must be faxed or e-faxed to MassHealth in order to provide the extension.

MassHealth will be providing additional details and trainings on this process during the week of March 23, 2015. Until full details and forms are available, we recommend assisters keep track of the following member information (at minimum) and appointments scheduled.

- Assister Information –
 - Name
 - Phone Number
 - Certification Number (e.g., CAC certification number, Navigator Organization certification number)
- Head of Household information –
 - Name
 - Address (and mailing address if different)
 - DOB
 - SSN
 - MassHealth ID
 - Contact date