

MassHealth MCO Plan Selection and Fixed Enrollment Period FAQ

- Q.** Are there any changes to the MassHealth eligibility process or rules?
- A.** Plan Selection Periods and Fixed Enrollment Periods have no impact on MassHealth eligibility rules or MassHealth application process.
- Q.** What happens if a member enrolled in an MCO loses MassHealth coverage during their Plan Selection Period?
- A.** If the member regains eligibility and is still managed care eligible, the member will be automatically reenrolled in their previous MCO and will receive a new 90-day Plan Selection Period.
- Q.** What happens if an MCO member loses MassHealth coverage during their Fixed Enrollment Period?
- A.** If the member regains eligibility and is still managed care eligible, the member will be automatically reenrolled into their previous MCO, they will return to Fixed Enrollment status, and will remain there until their next Plan Selection Period. If they meet one of the Fixed Enrollment Period exceptions, they will be able to change MCO plans. Otherwise they will need to wait until their next Plan Selection Period in order to change MCO plans.
- Q.** Will the Plan Selection Period and Fixed Enrollment Period apply to everyone?
- A.** The following members are exempt from the Plan Selection and Fixed Enrollment Periods:
- Members enrolled in the PCC Plan. PCC Plan members can choose a different PCC in the PCC Plan or can choose to enroll in an MCO Plan at any time. However, members that select to enroll in an MCO will have a Plan Selection Period followed by a Fixed Enrollment Period.
 - MassHealth members who are in the care and custody of the Department of Children and Families (DCF) or Department of Youth Services (DYS). These members can switch MCOs or join the PCC Plan at any time for any reason.
- Q.** Will the Plan Selection Period and Fixed Enrollment Period apply to members who are voluntarily enrolled in an MCO?
- A.** Yes. Plan Selection Periods and Fixed Enrollment Periods apply to members voluntarily enrolled in an MCO if the member is seeking to change to another MCO. However, members voluntarily enrolled in an MCO can transfer to the PCC Plan at any time, or choose to receive all services on a fee- for-service basis.
- Members who are voluntarily enrolled in an MCO include:
- Members who are enrolled in the Kaileigh Mulligan Program
 - Members who are enrolled in a home and community-based services waiver program
 - Members who are receiving Title IV-E adoption assistance

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Q. Does the MCO Fixed Enrollment Period apply to newborns?

A. No. Children under one year of age may continue to change plans at any time.

Q. How do I determine which MCO a member is enrolled with?

A. Providers must continue to check the Eligibility Verification System (EVS) to verify a member's MassHealth coverage and enrollment in an MCO. This verification process will not change with the implementation of the Plan Selection Periods and Fixed Enrollment Periods.

If you do not have access to EVS, Providers can call MassHealth Customer Service.