

Health Connector Notices

Request for Identity Proofing

The Request Identity Proofing (RIDP) notice is sent to the Account holder if their identity could not be verified electronically during the application process. All applicants who set apply via phone or online will need to have their identity authenticated. If a member fails Identity Proofing, they will not be able to complete their application until they have sent in acceptable documentation and their identity has been manually authenticated.

Mail/Fax:

Health Connector
133 Portland St. 1st Floor
Boston, MA 02114-1707
(617) 887-8745

Health Connector Eligibility Denial

The Health Connector denial notice informs a benefit applicant that they were not approved for health benefits through the Health Connector and includes the reason(s) why the individual was not approved. The primary recipient will receive all notices for the members of the household.

EXCEPTION: Those who are not eligible for a Health Connector plan because of eligibility for MassHealth (Standard, CarePlus, or Family Assistance) will not receive a Health Connector Eligibility Denial. The Health Connector Denial reasons will be included in the eligibility approval for MH.

Health Connector denial notices will always contain appeal rights.

Health Connector Eligibility Approval

The Health Connector Eligibility Approval informs individuals that they have been approved or provisionally approved for a Health Connector Plan through the Massachusetts Health Connector. The primary recipient will receive all notices for the members of the household.

Health Connector approval notices will only contain appeal rights if the notification is final (no request for verification pending).

Health Connector Request for Information

A Health Connector Request for Information will be sent at the household level. The Health Connector Request for Information will be sent if the household contains individuals in Health Connector programs only or Health Connector programs consisting of wrap benefits (i.e. ConnectorCare and Health Safety Net).

If the manual verification is sent by the Health Connector it will be processed by Health Connector Customer Service.

Mail/Fax:

Health Connector
133 Portland St. 1st Floor
Boston, MA 02114-1707
(617) 887-8745

MassHealth/Shared Request for Information

A MassHealth Request for Information will be sent at the household level. The MassHealth Request for Information will be sent if the household contains individuals in MassHealth programs only or mixed households (consisting of MassHealth and Health Connector members).

If the manual verification is sent by MassHealth, it will be processed by MassHealth eligibility workers (MEC).

Mail/Fax:

Health Connector
133 Portland St. 1st Floor
Boston, MA 02114-1707
(617) 887-8745

Employer Tax Liability

The Employer Tax Liability Notice informs an employer that an employee (or someone in their household) is receiving tax credits to assist in paying for their health benefit through the Massachusetts Health Connector.

Eligibility Approval and Denial Noticing Logic

Application	Coverage Determination(s)	Notice(s)
Subsidized	Approval MassHealth (in hCentive) – Standard, CarePlus, Family Assistance	<ul style="list-style-type: none"> • MassHealth Approval
Subsidized	Approval for ConnectorCare or PTC <u>PLUS</u> HSN or MH Limited or CMSP	<ul style="list-style-type: none"> • Health Connector Approval • HSN/Limited/CMSP Approval
Subsidized	Approval for unsubsidized Health Connector Plan <u>PLUS</u> HSN or MH Limited or CMSP	<ul style="list-style-type: none"> • Health Connector Approval (with subsidy denial language) • HSN/Limited/CMSP Approval
Subsidized	Approval for MassHealth (in hCentive) - MassHealth Limited, Health Safety Net, Children’s Medical Security Plan <u>AND</u> Denied Health Connector Plan	<ul style="list-style-type: none"> • HSN/Limited/CMSP Approval • Health Connector Denial
Subsidized	Approval for ConnectorCare or PTC <u>AND</u> Denied MassHealth	<ul style="list-style-type: none"> • Health Connector Approval (with subsidy denial language) • MassHealth Denial
Subsidized	Approval for unsubsidized Health Connector plan <u>AND</u> Denied MassHealth	<ul style="list-style-type: none"> • Health Connector Approval (with subsidy denial language) • MassHealth Denial
Subsidized	Denied all benefits	<ul style="list-style-type: none"> • MassHealth Denial • Health Connector Denial
Unsubsidized	Approval for unsubsidized Health Connector Plan	<ul style="list-style-type: none"> • Health Connector Approval
Unsubsidized	Denied all benefits	<ul style="list-style-type: none"> • Health Connector Denial