

## MassHealth Update Related to COVID-19

On March 10, Governor Charlie Baker declared a state of emergency, giving the Administration more flexibility to respond to the novel Coronavirus Disease (COVID-19) outbreak. The Administration continues to take steps to limit the spread of COVID-19. On March 20, the Governor provided during a [press conference](#), that Massachusetts is filing a waiver request with the Centers for Medicare & Medicaid Services (CMS) that will give the state and its Medicaid program, MassHealth, more flexibility to respond to the COVID-19 public health crisis. If allowed, the waiver would enable the Commonwealth to fast-track MassHealth enrollment, streamline administrative requirements for providers, and deliver critically needed health care services easier during the COVID-19 emergency.

In addition, the Administration announced that MassHealth and the Health Connector will protect coverage for all individuals who have Medicaid (MassHealth) coverage as of March 18, 2020 and for all individuals approved for coverage during the national emergency. The following information provides additional details of the protections.

### Protection of MassHealth Coverage During the COVID-19 National Emergency

MassHealth will preserve coverage for all individuals who had MassHealth, Health Safety Net, or Children's Medical Security Plan, on March 18, 2020 and for all individuals approved for coverage during the COVID-19 national emergency, and for one month after the emergency period ends. Coverage will only end if:

- An individual voluntarily withdraws their coverage,
- If they are no longer a Massachusetts resident, or
- If they are deceased.

### Members will not lose coverage or have a decrease in benefits for any other reason.

For individuals who have received notices that their coverage is ending after March 18, 2020, no change in coverage will occur. These individuals do not have to send in any paperwork to keep their coverage, we will take steps to ensure their coverage does not terminate.

The [MAhealthconnector.org](https://MAhealthconnector.org) online system is updated to retain a member in the benefit they were receiving on or after March 18th, 2020. The following banner message will display in the [MAhealthconnector.org](https://MAhealthconnector.org) Eligibility Results page, regardless if the member have a change in their benefits.

**The message reads:** *"This screen may not reflect the coverage protections in effect for all individuals who have MassHealth, Health Safety Net and Children's Medical Security Plan coverage as of March 18, 2020 and for all individuals approved for coverage during the COVID-19 outbreak national emergency and for one month after the emergency period ends. Coverage will only end if an individual requests termination or if they are no longer resident of the state."*

The system will update nightly to retain a member in their previous coverage type, if the member reported a change and the change resulted in a decrease in benefit or termination of benefits. Members should go back to their online account, to review their benefit in the Eligibility Summary page. Note, MassHealth members that will be protected through this process will not receive an eligibility notice.

For individuals who have received notices that their coverage is ending after March 18, 2020, no change in coverage will occur and members do not need to send any paperwork. A systems update will be implemented to find cases of which members experienced a termination of benefits, in this instance, and will be reinstated in their benefits. MassHealth members will receive an approval notice, informing them of their MassHealth coverage.

### Requests for Information (RFI)

Individuals may still receive a Request for Information (RFI) notice when they apply, renew their application, or report a change. During the COVID-19 national emergency, MassHealth and the Health Connector will not terminate or decrease an individual's coverage based on their failure to respond to an RFI.

Individuals are still encouraged to submit their proofs to MassHealth or the Health Connector as soon as they can. Documents can be submitted through the following channels:

- Document Upload, through the Individual Portal; the recommended method
- Fax the documents to the Health Insurance Processing Center, or
- Mail documents to Health Insurance Processing Center

**\*Please note** in person drop off of any document is suspended at this time. In person drop off will resume when MassHealth Enrollment Centers (MECs) and Health Connector walk-in locations are able to re-open to the public.

## MassHealth Self-Service System

MassHealth members can use the MassHealth self-service system to....

- Verify their MassHealth coverage or health plan coverage
- Request an application
- Confirm transportation benefits (PT-1 form)
- Get premium billing information

Call 1-800-841-2900 (TTY: 1-800-497-4648) and follow the option to the information you want.

This service is available 24 hours a day, seven days a week. If MassHealth members need to speak with someone, our Customer Service representatives are available Monday through Friday from 8 a.m. until 5 p.m. ***Please note***, during this time you may experience longer than normal wait times.

Sincerely,

MA Health Care Training Forum