



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2008-29
June 18, 2008

To: Transitional Assistance Office Staff

From:  **John Augeri, Assistant Commissioner for Field Operations**

Re: NewMMIS – New MassHealth Cards

Purpose of Memo

The Medicaid Management Information System (MMIS) will be replaced with a new application entitled NewMMIS. NewMMIS is scheduled for deployment on September 29, 2008. In preparation for NewMMIS, MassHealth is issuing new client identification numbers and new MassHealth cards to help address HIPAA (Health Insurance Portability and Accountability Act) privacy concerns. The purpose of this Field Operations Memo is to tell TAO staff about:

- the new MassHealth card;
 - the impact of the new MassHealth card on the Recipient Eligibility Verification System (REVS); and
 - the mailing of and client use of the new MassHealth card.
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New MassHealth Cards

Each new MassHealth card will display the client's name and a new 12-digit client identification (ID) number (Attachment A). The new client ID number will not be based on the client's social security number. Once a client is issued the new client ID number, it will remain the same for life. It will never change regardless of the circumstances or the state agency providing assistance to the family.

MassHealth cards will no longer be issued at the grantee level. MassHealth cards will list only one client per card, similar to other health-insurance plans.

Example: Mary Smith has three children. They all appear on her current MassHealth card. Once the new MassHealth cards are mailed, Mary will receive four cards (one for herself and each of her three children).

New MassHealth Card and REVS

Once received, new MassHealth cards will be immediately effective. The existing Recipient Eligibility Verification System (REVS) will be modified to allow TAO staff to verify eligibility using the new 12-digit identification number that will be printed on the new card. REVS will continue to allow TAO staff to check MassHealth eligibility using the client's existing MassHealth ID (SSN) or name, date of birth, and gender. REVS will also have a field to indicate that a client's card has been mailed.

Later this year, REVS will be consolidated into the NewMMIS Provider Web Portal which will be available to TAO staff who currently have access to REVS and MMIS.

The reverse side of the new MassHealth card will list the new toll-free numbers to reach REVS customer support. Until notified of the change, TAO staff should use the current toll-free number to contact REVS customer support.

MassHealth Mailing and Clients Use of the New Cards

Due to the large number of cards to be mailed, MassHealth is issuing new cards by grantee name or case, between July and September 2008. As a result, not all clients will receive their new cards at the same time. MassHealth is making every effort to mail all cards within a particular case at the same time. While each client in a case will have his or her own card, MassHealth can only mail a maximum of four cards per envelope, so a household of five or more will receive more than one envelope containing cards. These envelopes may not arrive on the same day.

With a new MassHealth card, the client will receive an insert about the new card and new MassHealth client number. The insert informs clients that each MassHealth client will now have his or her own card and that this new card will replace any previous cards.

The process to replace or request a new MassHealth Card has not been changed.

The process to issue a temporary MassHealth Card as well as instructions regarding old MassHealth cards will be detailed in a later memo published closer to the NewMMIS deployment date.

To help in ensuring MassHealth clients get their new card, AU Managers must remind clients that they must call MassHealth Customer Service at 1-800-841-2900 if they have not yet reported an address change.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.

FirstName MI LastName
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MassHealth



Carry this MassHealth card at all times.

This card is for identification purposes only. It does not guarantee eligibility.

Cardholder, for questions call: **1-800-841-2900**

(TTY: 1-800-497-4648 for people with partial or total hearing loss)

Or visit us at www.mass.gov/masshealth/memberservicecenter.

Providers, bill all other insurers first.

For questions, call: **1-800-841-2900**

Or visit us at www.mass.gov/masshealth/providerservicecenter.

To report member or provider fraud, call: **1-877-437-2830**