

## MassHealth Re-enrollment Program – FAQ

### **Q: Why did I receive this letter?**

*A: “This letter was sent to you to inform you that your MassHealth benefits have been reinstated back to your termination date.”*

### **Q: Why was my membership terminated?**

*A: “You may have lost MassHealth coverage after March 18, 2020 because you made certain kinds of changes to the application. For instance, you or someone in your household may have:*

- changed your address and it was not the same as the Head of Household*
- changed your answer to application type or status.*
- removed you from the application.”*

### **Q: Why has my membership been reinstated?**

*A: “Since March 2020, MassHealth has had to keep health coverage open for most members and has made all attempts to make sure health coverage was not lost. Regardless, we know that some members lost MassHealth coverage between March 2020 and April 1, 2023 when they reported changes. This was not intended behavior, and MassHealth has taken action to restore these individuals’ coverage on March 25<sup>th</sup> – 26<sup>th</sup> due to this specific reason.”*

### **Q: I already have MassHealth. Why am I getting this letter?**

*A: “You received a letter if your coverage closed for a period of time, but you regained coverage at some point. The letter provides a start and end date indicating the gap in coverage that is now closed. By closing the gap, you now have continuous coverage. The coverage during the gap period may be different than what you currently have, but you do not have to worry about this. This action will have no impact on the coverage you have today.”*

### **Q: Do I have to do anything to get my coverage reinstated?**

*A: “Coverage is restored as of March 25<sup>th</sup> – 26<sup>th</sup>. You do not need to do anything else if you want to keep MassHealth.”*

### **Q: What if I don’t want MassHealth coverage?**

*A: “If you don't want MassHealth, we can gather your information and send that along for processing by the team that handles disenrollments. If they need any further information to process your request, they will reach out to you. Can you please provide me with your MassHealth ID number so we can record your request to terminate your MassHealth benefit?”*

**Q: How long will it take my termination request to go through?**

**A:** *“It will take 15-20 days to process your request. If you would like to confirm that your benefits have been terminated, you may contact MassHealth Customer Service at 1-800-841-2900 after 20 days.”*

**Q: Do I need to renew my MassHealth coverage?**

**A:** *“Due to the COVID-19 emergency, MassHealth has been maintaining health coverage, but soon we will be returning to normal eligibility renewal processes. This means we must renew all members to make sure they still qualify for their current MassHealth coverage. Make sure to look out for a letter in a blue envelope from MassHealth in the coming months to avoid any gaps in your health coverage. To make the renewal process easier, make sure MassHealth has your current contact information and report any changes in your household, like a new job, changes to your income, or disability status.”*

**Methods to report changes to MassHealth:**

- Phone – (800) 841-2900
- Fax – (857) 323-8300
- Mailing Address – Commonwealth of Massachusetts  
Health Insurance Processing Center  
PO Box 4405  
Taunton, MA 02780

*\*If faxing or mailing, use a document or handwritten note that includes the Head of Household’s name and date of birth, your MassHealth ID number, and the change(s) you want to report.*

**Q: Do I have the same MassHealth ID?**

**A:** *“Yes, your MassHealth ID number has not changed.”*

**Q: Will I receive a new MassHealth card?**

**A:** *“You will not automatically receive a new card. If you still have your old MassHealth card, you can use it. If you do not have your old card, I can connect you to the MassHealth general customer service support line (800-841-2900) to request a new card.”*

**Q: Does my old MassHealth card work?**

**A:** *“Yes, you can use your old MassHealth card.”*

**Q: How can I obtain reimbursement for my medical expenses incurred before my MassHealth coverage was reinstated?**

*A: "If you paid for healthcare-related services when you did not have MassHealth coverage, MassHealth will contact you within 30 days with instructions about how to submit a request for reimbursement. If you have unpaid healthcare-related services, you should ask your provider to rebill MassHealth."*

**Q: Can you help me with my MassHealth benefits?**

*A: "This hotline was setup specifically to assist with questions about the reenrollment letter you received. For assistance with your benefits, you will need to contact the MassHealth general customer service support line (800) 841-2900."*

**Q: I had both MassHealth Standard and the Medicare Savings Program benefit. Will these be reinstated as well?**

*A: "Yes, these benefits will be reinstated retroactively to the date they closed. Members should expect a reimbursement of Medicare Part B premiums that have been paid out-of-pocket since this date with their monthly social security benefits."*

General Knowledge:

- **MassHealth Standard** is the most complete and comprehensive health coverage offered by MassHealth. It pays for a wide range of health care benefits, including long-term care services.
- **Medicare Savings Programs** are federally funded programs that are administered by individual states that pay for some or all of their low-income Medicare recipients' premiums, deductibles, copayments, and co-insurance.

**Q: Can I file an appeal?**

*A: "If you disagree with a decision or action taken by MassHealth, you have the right to appeal and ask for a hearing before an impartial hearing officer. You can also request a hearing if MassHealth did not act on your request in a reasonable time. You can submit a request for a hearing by mailing or faxing a Fair Hearing Request Form and send it with a copy of the notice you are appealing. You can also call the MassHealth general customer service support line to fill out your request form for a hearing by phone. Your completed request must be received within the timeframes listed on the form. During the COVID-19 national emergency, individuals have up to 120-days to request an appeal."*

Methods to submit an appeal request:

- Phone – (800) 841-2900
- Fax – (617) 887-8797

- Mailing Address – Board of Hearings  
Office of Medicaid  
100 Hancock Street, 6<sup>th</sup> Floor  
Quincy, MA 02171
- For questions about your hearing – call (617) 847-1200 or (800) 655-0338

**Q: What are my health plan options?**

*A: “You may enroll in a health plan if you are under age 65, do not have other insurance, live in the community (not assisted living or a nursing home), and are in MassHealth Standard, CommonHealth, CarePlus, or Family Assistance. To find health plans in your area, go to [www.masshealthchoices.com](http://www.masshealthchoices.com). Under the **Compare** drop-down menu, select “Compare plans” and enter your zip code to find plans available in your area. You can review a plan’s benefits and details on the website or call the plan’s toll-free number for more information.*

*If you are interested in enrolling in a health plan prospectively, or have additional questions about selecting a health plan, I can have a specialist reach out to you to provide assistance.”*

**Q: I paid a penalty when I filed my state taxes because I did not have insurance. Can you refund the penalty that I incurred?**

*A: “If you had a penalty for tax year 2022, you do not need to do anything. MassHealth will share updated coverage information with the Massachusetts Department of Revenue to correct any expenses. If you had a penalty for tax year 2020 or 2021, please provide us with more information.*

*MassHealth will contact you within 30 days with more information how to correct your 2020 and 2021 state tax filing.”*

**Q: How can I become an Authorized Representative Designee? How long will the process take?**

*A: “You can become an Authorized Representative Designee by submitting an Authorized Representative Designation Form. The form is available online by going to <https://www.mass.gov/service-details/masshealth-member-forms>. If you do not have internet access, you can contact the MassHealth general customer service support line at (800) 841-2900 to request a copy of the form.*

*You will be added to the member’s account as an ARD within 30 days of MassHealth receiving the request form. Please be advised that you will not be receiving confirmation that your request has been completed.*