

**MTF Fall 2022 Meeting  
Health Connector Q&As  
October 17<sup>th</sup> & 27<sup>th</sup>, 2022**

**Q1. When a member is making a payment as a guest, there is a new statement on the submit page that says, "By checking this box and clicking submit, I consent to the convenience fee applied?"**

A1. To the individual who raised this issue, it is appreciated. This was a defect and has been logged to be corrected.

**Q2. Does the notice telling people they no longer qualify for APTC because of Medicare, give them any information about enrolling in Medicare or where to get help or information about enrolling in Medicare?**

A2. Yes, the notice does provide the member with information about SHINE services. Assisters should also review and refer consumers to: [Medicare – Massachusetts Health Connector \(mahealthconnector.org\)](https://www.mahealthconnector.org)

To get help with understanding your Medicare options, please contact the SHINE Program (Serving the Health Insurance Needs of Everyone). To make an appointment with a SHINE counselor call: 1-800-AGE-INFO (1-800-243-4636) and press 3.

For more information about next steps for members who qualify for Medicare, please go to: [www.MAhealthconnector.org/Medicare](https://www.MAhealthconnector.org/Medicare) or call Health Connector Customer Service.

**Q3. Can you provide the Connector Care Plan Designs and Health Connector Plan Designs on the LMS as a printout? If it super helpful to show the members their copayments and benefits at a glance.**

A3. This information can be found on MAhealthconnector.org in the Resources Download Center [Resource Download Center – Massachusetts Health Connector \(mahealthconnector.org\)](https://www.mahealthconnector.org)

**Q4. Is there an example Final Notice available on the LMS? Do the Final Notices include a final FPL for the member for 2023?**

A4. Yes, sample notices are available in the folder in the Resources section of the LMS called: **HEALTH CONNECTOR OPEN ENROLLMENT 2023**

**MassHealth/HSN Question:**

**Q5. What does it mean when a client is approved with CommonHealth and Health Safety Net in regard to coverage?**

A5. MassHealth CommonHealth offers health care benefits similar to MassHealth Standard for certain disabled adults and disabled children who cannot get MassHealth Standard. HSN is a secondary payer at all income levels and pays for HSN reimbursable health services provided by an HSN enrolled Community Health Center, Hospital Licensed Health Center, or Acute Care Hospital that are not covered by MassHealth.