



Learning Series

Massachusetts Health Care Training Forum (MTF)
Summer 2022

MassHealth and the Health Connector

MA Health Care Learning Series

The MA Health Care Learning Series provides regular updates and presentations from Health Connector and MassHealth staff, to educate those who help Massachusetts residents in applying, getting and keeping their health coverage through MassHealth, the Health Connector and Health Safety Net via MAhealthconnector.org

Agenda

MAhealthconnector.org System Updates: Release 25 enhancements will go live July 27, 2022, which will include:

- Establishing Pregnancy
- New SNAP Checkbox
- System Enhancements and Display:
 - Report A Change (RAC) Options
 - RFI Enhancements
 - Lawful Presence update
 - Ability to Update Information when HUB Services is Unavailable

Extension of Post Partum Period

On April 1, 2022, MassHealth extended its postpartum coverage period to provide 12 months of coverage to individuals, regardless of immigration status, who were eligible for a Medicaid or CHIP benefit while pregnant

Eligibility Criteria

- Individual was eligible for a Medicaid or CHIP benefit while pregnant
- After the 12-month postpartum period, individuals' will have their eligibility renewed, and notification of new eligibility status will be sent to the household
- The extension supports women that report the end of a pregnancy, with or without adding a child, and for women who do not report the end of a pregnancy
- R25 streamlines and enhances the user's ability to access the Report a Change (RAC) function in HIX to report a pregnancy, and add a newborn

Extension of Post Partum Period: Sample Screenshot

Change Your Information

WARNING
To change your date of birth or Social Security number, call Health Connector Customer Service at 1-877-MA-ENROLL (1-877-623-6765). TTY 1-877-623-7773.

To make changes to your application, please check the box for all options that apply.

[Change contact information and preferences](#) ⓘ

- Add someone to your application or tell us if someone is now applying for coverage ⓘ
- Remove someone from your application or tell us if someone is no longer applying for coverage ⓘ
- Update income, additional questions about health insurance and health reimbursement arrangements ⓘ
- Change a status ⓘ
- Change name, sex or add SSN ⓘ
- Change home address ⓘ
- Change information about pregnancy ⓘ
- Change application type ⓘ
- Change information about past tax credits ⓘ

[Report Changes](#)

New SNAP Checkbox

New SNAP Checkbox

In R25, applicants and members will have the option to have their MassHealth application or renewal serve as an application for SNAP benefits.

- New checkbox option to apply for SNAP benefits will be on the “Do you need help paying for health coverage?” screen
- The “What happens after you apply for SNAP benefits?” will provide details of the next steps needed to complete the SNAP application
- In addition, the Department of Transitional Assistance (DTA) Rights and Responsibilities language is added to the “*Rights and Responsibilities*” screen when the user checks the SNAP checkbox. The applicant and member must complete the application by reviewing and signing and submitting the application

New SNAP Checkbox (continued)

- When the checkbox is selected, and the application signed and submitted, MassHealth will transfer the head-of-household's information directly to DTA to initiate the SNAP application, including demographic and contact information
- DTA staff will outreach to the applicant to capture additional information required to complete the SNAP application and conduct the interview

The screenshot shows a web application interface for SNAP eligibility. At the top, there are navigation tabs: "Application Year 2021", "Start Your Application" (highlighted), "Family & Household", "Income", "Additional Questions", and "Review & Sign". The main heading is "Do you need help paying for health coverage?". Below this is a yellow callout box stating: "There is currently no income limit for getting help with health coverage costs through the Health Connector. Choose 'Yes' to see if you qualify for financial help." Below the callout, there are instructions: "When you see a star (*), you must complete the field." and "When you see an i, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more." The question is: "Do you want to find out if you or your family can get help paying for some or all of your premium (cost) for health coverage? This could include MassHealth, ConnectorCare plans, and tax credits. * i". There are three radio button options: "Yes, I want to see if I can get MassHealth or help paying for health care" (selected), "No, I don't want any help paying for health care i", and "I'm not sure i". Below this is a red-bordered box titled "Supplemental Nutrition Assistance Program (SNAP)". It contains the text: "The Supplemental Nutrition Assistance Program (SNAP) is a federal program that helps you buy healthy food each month. i". Below this text is a checkbox with the label: "Check this box if you want this application to be sent to the Department of Transitional Assistance to serve as an application for SNAP benefits. You must read the rights and responsibilities and sign to proceed with the application." At the bottom of the form, there are two buttons: "Back" and "Save and Continue".

New SNAP Checkbox: Next Steps

Do you need help paying for health coverage?

There is currently no income limit for getting help with health coverage costs through the Health Connector. Choose "Yes" to see if you qualify for financial help.

When you see a star (), you must complete the field.
When you see an ⓘ, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.*

Do you want to find out if you or your family can get help paying for some or all of your premium (cost) for health coverage? This could include MassHealth, ConnectorCare plans, and tax credits. * ⓘ

Yes, I want to see if I can get MassHealth or help paying for health care

No, I don't want any help paying for health care ⓘ

I'm not sure ⓘ

Supplemental Nutrition Assistance Program (SNAP) ←

The Supplemental Nutrition Assistance Program (SNAP) is a federal program that helps you buy healthy food each month. ⓘ

Check this box if you want this application to be sent to the Department of Transitional Assistance to serve as an application for SNAP benefits. You must read the rights and responsibilities and sign to proceed with the application.

Checking this box does not submit the SNAP application to DTA until you read the DTA rights and responsibilities, sign, and submit.

What happens after you apply for SNAP benefits?

1. DTA will contact you to complete a phone interview.
2. DTA will work with you to verify information about your case.
3. You will get an Electronic Benefit Transfer (EBT) card to access benefits, if approved.
4. You will receive a notice about your decision within 30 days.

Save and Continue

Back

Enhanced Functionality for Report a Change (RAC)

Enhanced Functionality for Report a Change (RAC) (continued)

In R25, the following enhancements were added to the system (HIX):

- New/Updated Report a Change (RAC) options will be:
 - **Home Address change** - allow users to change home address information by going through only those related screens
 - **Income change at the member level** - allow users to complete income updates only for selected individuals
 - **Change in Pregnancy Status** - allow users to change information about pregnancy by going through only those questions/screens which require information associated to the pregnancy in the application

System and Member Dashboard Enhancements

- New “Alert” icon
- RFI information
- Ability to continue with an application when HUB services are unavailable
 - In certain circumstances, user can still move through the application when the HUB is down and RFI will be sent
 - Not available for new applications
- MassHealth Appeals form will update to reflect a change in the time frame to file an appeal
 - Change from 30 days, members will now have 60 days to file an appeal with MassHealth Board of Hearing

My Account: New “Alert” Icon

New “Alert” Icon will display in the top right corner of the screen which will feature alert information for the following items (if applicable):

- Home Address change
- TMA - if the member is currently in a TMA period and has active MassHealth Standard benefit
- MassHealth Self- Attested Disability

The screenshot displays the 'My Account' page. At the top, a navigation bar includes links for 'My Account', 'My Profile', 'My Eligibility', 'My Appeals', 'My Enrollments', 'My Assisters', and 'My Documents'. A red arrow points to the 'My Account' link. Below the navigation bar, the page title 'My Account' is on the left, and a blue 'Report a Change' button and a red-bordered circle containing an 'Alerts(3)' icon are on the right. The main content area is divided into two columns. The left column shows 'Account Holder' information with a 'REF ID#' field and 'Contact Information' with a 'View / Edit Profile' link. The right column shows 'What I need to do' with a '2019 Eligibility Application' task and a 'Due Date' field.

RFI Information

- RFI information will be added to the "*What I need to do*" section for both SEP and non-SEP RFIs
 - RFI information will display with the due date or past due days for active, expired, or inactive RFI
- Additional links will be added to the "*What I need to do*" section.
 - Health Connector Enrollment links
 - Complete Expired Renewal link

Enhanced Functionality: RAC

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- Change information about pregnancy ⓘ
- Change application type ⓘ
- Change information about past tax credits ⓘ

Report Changes

Income change

Home Address change

Pregnancy Status

RAC – Report a Pregnancy

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[Change contact information and preferences](#) ⓘ

Add someone to your application or tell us if someone is now applying for coverage ⓘ

Remove someone from your application or tell us if someone is no longer applying for coverage ⓘ

Update income, additional questions about health insurance and health reimbursement arrangements ⓘ

Change a status ⓘ

Change name, sex or add SSN ⓘ

Change home address ⓘ

Change information about pregnancy ⓘ

Change application type ⓘ

Application Year 2019 Family & Household **Review & Sign**

Add a new household member(s)

When you see a star (), you must complete the field.*

Do you want to add a newborn(s) to this household? *

Yes No

Save and Continue

Back

RAC – Report a Pregnancy: Additional Questions

Application Year 2019 Family & Household Review & Sign

Any Other Changes?

When you see a star (), you must complete the field.*
When you see an ⓘ, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.

Do you need to report any other changes? Selecting 'Yes' will bring you back to the Change your Information screen and allow you to select other changes like adding a member or removing a member, changing status and more. *

Yes No

Save and Continue

Back

Lawful Presence Update

The online application will have an option/document type for applicants who do not have the required citizenship document(s) details

An applicant can attest to being naturalized and say they have a document but not the details at that moment, this will allow them to bypass the question and complete the application

Note: Request for information (RFI) will be sent to the member despite the option selected

The screenshot shows the 'Health Connector' website interface. At the top, there are navigation links: 'Manage Customer', 'Create Customer Profile', 'My Account', 'Learn More', and 'Get Assistance'. Below this is a dark blue header with 'Accessibility', 'Language: English', 'Notes', 'Henry', and 'Sign Out'. The main content area has a breadcrumb trail: 'Application Year 2022' > 'Start Your Application' > 'Family & Household' > 'Income' > 'Additional Questions' > 'Review & Sign'. The current page title is 'Citizenship/Immigration Status'. Below the title is a link for 'More information on Immigration Document Types'. The form contains several questions with radio button options:

- Question 1: 'Is [redacted] a U.S. Citizen or U.S. National?' with 'Yes' selected.
- Question 2: 'Is [redacted] a naturalized, derived, or acquired citizen?' with 'Yes' selected.
- Section: 'Document Type (Select One)'.
 - Option 1: 'Naturalization certificate'. Below it are fields for 'Alien Number: A# [redacted]' and 'Naturalization Certificate Number: [redacted]'. A checkbox below reads: 'I do not have the Alien Number and/or Certificate Number at this time and I need more time to provide this information. (Required if you do not fill in the Certificate Number above and have a Certificate.)'
 - Option 2: 'Certificate of citizenship'. Below it are fields for 'Alien Number: A# [redacted]' and 'Citizenship Number: [redacted]'. A checkbox below reads: 'I do not have the Alien Number and/or Certificate Number at this time and I need more time to provide this information. (Required if you do not fill in the Certificate Number above and have a Certificate.)'
 - Option 3: 'I am a naturalized, derived, or acquired U.S. citizen, but I do not have a Naturalization Certificate or Citizenship Certificate, and I need more time to provide acceptable document information.' This option is selected and highlighted with a red box.

At the bottom of the form are two buttons: 'Back' and 'Save and Continue'.

Health Connector Annual Redeterminations and Renewals Process

Health Connector Annual Redeterminations & Renewals Processes (continued)

The Health Connector's Redetermination and Renewal Processes are a set of activities that happen each year before and during the Health Connector's Open Enrollment period.

- Individuals with health insurance coverage through the Health Connector have their eligibility redetermined so that they can be renewed into coverage for the upcoming year
- In August and September, the Health Connector will start preliminary eligibility determinations for actively enrolled Health Connector members and Health Connector members who are part of mixed households
- Be on the look out for more information (email updates through the MTF listserv) about these processes and any plan changes that may be occurring for coverage starting January 1, 2023

