
CONTINUOUS ELIGIBILITY (CE) FAQ

Q. When a child is up for continuous eligibility (CE) renewal, wouldn't the whole family be redetermined at that time and reset the renewal date for the parent(s) as well?

A. Depending on the type of changes someone reports to their case, MassHealth will need to rerun eligibility which will update the renewal date to 12 months after the change was made. When continuous eligibility (CE) is applied to a member, any changes made to that member's household will not affect their renewal date as their renewal date will align with the application of CE.

Additionally, all renewal dates have been recently updated due to redetermination. We encourage our Assistants to ensure communications with members to help them understand their renewals and what they need to report now that the Public Health Emergency (PHE) protections have ended.

Q. How will we know if a member qualifies for continuous eligibility (CE) on our end? As a Certified Application Counselor (CAC), will it be noted in the application?

A. Continuous eligibility (CE) will not be noted in MAhealthconnector.org (HIX), however CE will be flagged on members' notices.

Q. Will individuals that qualify for continuous eligibility (CE) remain on the same Primary Care Clinician (PCC)/Managed Care Organization (MCO)/Accountable Care Organization (ACO) plan? Or could there be plan switches (ex. released and living/establishing care in a different catchment area.)

A. Coverage, including type and plan, will remain the same during the continuous eligibility (CE) period. Members can call MassHealth Customer Service if they have questions about their health plan or need to switch plans due to a move outside the plan's service area. Go to [MassHealth Health Plans](#) to learn more.

Q. If Certified Application Counselors (CACs) do outreach in jails or see people after release who do not have coverage, the application says if you will be released in 60 days to say you are not incarcerated. How should applicants complete that to get 1 year continuous eligibility (CE) on release?

A. MassHealth is creating a new attestation form that applicants can use to self-attest their justice-involved status after their release. Moving forward, please continue with not checking off the incarceration box and submit the attestation form.

Q. How will the new continuous eligibility (CE) benefit coordinate with or affect Transitional Medical Assistance (TMA) benefits?

A. The timelines of continuous eligibility (CE) and Transitional Medical Assistance (TMA) overlap and run in parallel.

Q. Does continuous eligibility (CE) pertain to One Care members?

A. Yes, continuous eligibility (CE) pertains to One Care members. As a reminder, One Care enrollment begins at age 21, so this would not apply to children under the age of 19.