



# MassHealth

**Massachusetts Health Care Training  
Forum (MTF)  
October 2022**

# Agenda



- Update: MassHealth's Response to COVID-19
- MassHealth Premium Hardship Waiver Update
- Update: Ukrainian Humanitarian Parolee
- Reminder: Haitian/Cuban Entrants
- MAhealthconnector.org System Update
- New eSubmission Option for SACA-2 Renewal
- Update: Health Equity
- Resources

# MassHealth's Response to COVID-19

# Response to COVID-19 Health Emergency



**The COVID-19 national public health emergency declaration was extended, effective October 13, 2022. This extension is for 90 days.**

- MassHealth will maintain coverage for most individuals who have health coverage as of March 18, 2020, and for all individuals newly approved for health coverage during the COVID-19 Federal Public Health Emergency (FPHE), through the end of the month in which the FPHE ends
- These individuals will not lose coverage, except for limited circumstances. For example, coverage will end if an individual:
  - requests termination of eligibility
  - is no longer a resident of Massachusetts, or
  - is deceased

# Updated COVID-19 Public Health Emergency



## Maintaining MassHealth Coverage (continue)

- The following members will have benefits reduced or closed based on normal program determination rules, as MassHealth is not required to maintain coverage during the FPHE:
  - individuals with time limited HSN, HSN Dental only, or CMSP only, and CHIP children who turn 19
- In preparation for the official end of the FPHE, MassHealth updated the COVID-19 process that's been in place since November 2021. Effective August 1, 2022, members' coverage types (e.g. Standard, CommonHealth, Family Assistance, CarePlus) will change only if the program determination results in a richer benefit
- Resource: [Eligibility Operations Memo \(mass.gov\)](#)

# MassHealth Premium Hardship Waiver Update

# MassHealth Premium Hardship Waiver Update (slide 1 of 2)



- Expansion of the Premium Hardship Waiver or reduction criteria for members who have experienced undue financial hardship
- Criteria:
  - Members who have medical and/or dental bills totaling more than 7.5% of the family group's gross annual income that have accrued or have been paid by the family group in the 12 months before the submission of the waiver application, regardless of the date of service
    - Bills must not have been paid by a third-party insurance, including MassHealth, and cannot be subject to payment by the Health Safety Net (HSN)
  - CommonHealth members with a total monthly premium that will cause extreme financial hardship to the family, as determined by MassHealth

# MassHealth Premium Hardship Waiver Update (slide 2 of 2)



- MassHealth members who have suffered economic hardship because of a state or federally declared disaster or public health emergency. This hardship should be within the six months prior to the date of hardship waiver application submission, or the hardship must occur in the six months following the date of the hardship waiver application
- Resource: MassHealth regulation [130 CMR 506.000](#)

## Updated Application for Premium Hardship Waiver

- The [Application for Waiver or Reduction of MassHealth Premium form](#) (HW 06/22) updated on 6/2022
  - After 9/30/22 the old form (HW-04/18) is not accepted



# Update: Ukrainian Humanitarian Parolee

# Ukrainian Parolee Immigrants (slide 1 of 2)



The United States is committed to supporting Ukrainians who were displaced due to the Russian invasion of Ukraine. Ukrainians have begun entering the United States under various immigration statuses and some are settling in Massachusetts.

- Types of immigration statuses that Ukrainian applicants may have:
  - **Noncitizen Statuses for Ukrainian Nationals**
    - Certain Ukrainian Humanitarian Parolees Ukrainian nationals (or persons who last habitually resided in Ukraine) who enter the United States as parolees between February 24, 2022, and September 30, 2023, (or after September 30, 2023, for dependent children and spouses of a parolee or for parents, legal guardians, or primary caretakers of unaccompanied minor parolees) are considered Qualified Noncitizens, or Qualified Legally Present (QLP), and are being treated the same as refugees for the purpose of receiving MassHealth

# Ukrainian Parolee Immigrants (slide 2 of 2)



- They are not subject to the five-year bar
- Most are entering the country and receiving an I-94 stamp marked “UHP” (Ukrainian Humanitarian Parolee) on their foreign passport. Some Ukrainians may also have a “DT” or “PAR” stamp which also indicates paroled

## – Refugee Status

- Some Ukrainian nationals are being granted refugee status when they enter the United States
  - Like the Ukrainian Humanitarian Parolees, these applicants are considered Qualified Noncitizens, or Qualified Legally Present (QLP), for the purpose of receiving MassHealth and other health benefits and are not subject to the five-year bar
  - Refugees who enter the United States will be eligible to receive an I-551, Legal Permanent Resident Card
- Resource: [Eligibility Operations Memo \(mass.gov\)](https://www.mass.gov/info-details/eligibility-operations-memo)

# Request for Information (RFI)



- If an applicant or MassHealth member's immigration status cannot be verified by a data match or a document is not provided, a Request for Information (RFI) may be generated
- Reasonable Opportunity Period:
  - The applicant or MassHealth member will be provided a reasonable opportunity to verify their immigration status. The reasonable opportunity period begins on, and extends 90 days from, the date on which an applicant or MassHealth member receives a reasonable opportunity notice
    - Request extension before the end of the RFI period

# Reminder: Haitian/Cuban Entrants

# Haitian and Cuban Entrants



- Cuban/Haitian entrants are defined as certain nationals of Cuba and Haiti who have permission to reside in the U.S. based on humanitarian considerations or under special laws that apply to them.
- For MassHealth eligibility, these individuals are considered Qualified Non-Citizens
  - Not every national of Cuba or Haiti is a Cuban /Haitian entrant
  - The Cuban/ Haitian entrant categories are defined in 501(e) of Refugee Education Assistance Act (REAA)
- In some circumstances, the children of Haitian nationals are born in another country, prior to entering the United States. MassHealth has clarified that the children of these nationals would be considered Haitian nationals as well, and thus eligible for Haitian Entrant status if they satisfy the criteria for Haitian status
  - This does not apply to the children of Cuban nationals born abroad at this time
- Resource: [Eligibility Rules for Cuban and Haitian Entrants](#)

# MAhealthconnector.org System Enhancement

# System Enhancement



- On **September 27, 2022**, MAhealthconnector.org or the HIX, implemented Release 25.1 enhancement to include new information displayed in the “My Eligibility and Enrollment” section of the “My Account” screen and a new Ukrainian Parolee Immigration status dropdown option
  - MassHealth Denial or Termination Reasons
  - New Renewal Banners and Informational Text with Due Dates and Expiration and Finalization Dates
  - Ukrainian Humanitarian Parolee Updates



# MassHealth Denial or Termination Reasons (slide 1 of 2)



**The new display will provide more detailed reasons why the applicant or member was denied or terminated from MassHealth coverage**

- R25 already included updates to the "My Account" screen to display the termination or denial reasons when individuals were determined ineligible for all program types. However, the R25.1 update will now show the denial or termination reasons if the person was denied or terminated for MassHealth coverage only but still remains eligible for Health Connector programs
- Scenarios and reasons of the displays:
  - MassHealth and Health Connector denial or termination reasons will display in the "*My Eligibility and Enrollment*" section of the "*My Account*" dashboard
    - Note, if the denial or termination reasons are for MassHealth members, the information provided will be specific to the MassHealth reasons

# MassHealth Denial or Termination Reasons (slide 2 of 2)



- If the denial or terminations are for Health Connector members, the information will provide specific messages about Health Connector coverage
- The “My Account” page will display an error message if it is not able to load the data for denial or termination reasons
- If the individual is denied or terminated for both MassHealth and the Health Connector coverage, both sets of denial or termination information will be displayed
- If the member is denied for MassHealth but approved for Health Connector coverage, the system will display that information
- If the member is eligible for MassHealth benefits but denied for Health Connector coverage, the system will not provide the denial reason for the Health Connector coverage

# New Renewal Banner Message (slide 1 of 2)



- New renewal banners in users “*My Account*” dashboard when they need to complete their renewals
  - The new banners will display at the top of the “*My Account*” dashboard as well as informational messaging including due dates and expiration or finalization dates displayed in the “*What I need to do*” section of the “*My Account*” dashboard
- There will be two types of banners and messaging to display this information:
  1. Active renewal banner and updated messaging with due date
    - A banner will display at the top of the My Account screen while the renewal timeclock is running. The banner message will state:
    - “The due date to complete the renewal application for your household is <due date>. Go to the “What I need to do” section for more information”
    - Members will also see a due date and link in the “What I need to do” section advising them to click the link to complete the renewal

# New Renewal Banner Message (slide 2 of 2)



## 2. Complete expired renewal banner and updated messaging with expiration/finalization date

- The complete expired renewal banner will display when the renewal has expired or been finalized for mixed households during the Health Connector’s Open Enrollment. The banner message will state:

“Your renewal period expired on [Renewal Expiration/Finalization Date]. Go to the “What I need to do” section for more information.”

- Members will also see informational messaging displayed in the “What I need to do” section underneath the “Complete Expired Renewal” link. The informational text will state:

“Your renewal period expired on [Renewal Finalization Date]. Click the “Complete Expired Renewal” link above to update your information and submit your renewal.”

# Ukrainian Humanitarian Parolee



- **Ukrainian Humanitarian Parolee**
  - New Immigration Option for “Certain Ukrainian Humanitarian Parolees” and Tooltip in “Citizenship/Immigration Status” screen

The screenshot shows a list of immigration status options, each with a radio button and an information icon. The option 'Certain Ukrainian Humanitarian Parolees' is selected. A tooltip is displayed next to it, providing details about the criteria for this status.

Iraqi Special Immigrant ⓘ

Afghan Special Immigrant or Certain Afghan Evacuees ⓘ

Conditional entrant granted before 1980 ⓘ

Compact of Free Association (COFA) Migrant ⓘ

Veteran or active duty member of military or his/her spouse or dependent ⓘ

**Certain Ukrainian Humanitarian Parolees ⓘ**

Lawful permanent resident ⓘ

Granted parole for at least one year ⓘ

Battered spouse or child (or his or her partner) ⓘ

Non-immigrant status (visa) ⓘ

Granted parole for less than one year ⓘ

Granted temporary resident status ⓘ

Humanitarian Parolees from Ukraine are Ukrainians (or persons who last habitually resided in Ukraine) who:

- were or will be paroled into the United States between February 24, 2022, and September 30, 2023,  
OR
- were paroled after September 30, 2023, and are the spouse or child of a person who was paroled between February 24, 2022, and September 30, 2023,  
OR
- were paroled after September 30, 2023, and are the parent, legal guardian, or primary caretaker of an unaccompanied child who was paroled between February 24, 2022, and September 30, 2023.

# Ukrainian Humanitarian Parolee: Sample Screenshot

- Humanitarian Parolees from Ukraine are Ukrainians (or persons who last habitually resided in Ukraine) who:
  - Were or will be paroled into the United States between February 24, 2022, and September 30, 2023

Or

- Were paroled after September 30, 2023, and are the spouse or child of a person who was paroled between February 24, 2022, and September 30, 2023

Or

- Were paroled after September 30, 2023, and are the parent, legal guardian, or primary caretaker of an unaccompanied child who was paroled between February 24, 2022, and September 20, 2023



# **New eSubmission Option for SACA-2 Renewal**

# Electronic Submission of SACA-2 Renewal



## How to renew:

- New option to electronically submit SACA-2 renewals
- What does the member need?
  - E-Submission Reference Number
  - The DOB of the head of household, and
  - MassHealth ID number\*

*Note:* If the Head of Household does not have a MassHealth ID number, the member can enter the MassHealth ID number for any other member of the same household.

The Official Website of the Executive Office of Health and Human Services (EOHHS)

Health

An electronic way to submit documents that were requested by MassHealth

Complete the fields below to verify you may submit your document electronically or to access the fillable form that MassHealth requested.

**Enter the e-Submission Number**  
(Located on the notice you received from MassHealth)

and

**Enter the Head of Household's Date of Birth**

and

**Enter the Head of Household's Medicaid ID**  
(If Head of Household does not have one, enter MassHealth ID for any household member) ⓘ

**Verify**

If you need additional help or your information could not be verified, please contact MassHealth Customer Service at (800) 841-2900 (TDD/TTY: 711 for people who are deaf, hard of hearing, or speech disabled).

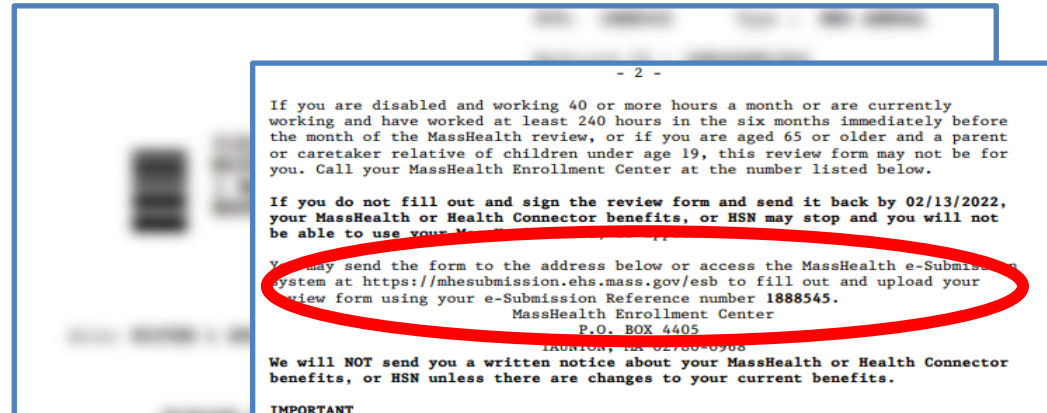
**For Technical Support:**

Phone: (800) 421-0938	TTY for the deaf and hard of hearing: (617) 847-6578	Monday - Friday 8:30 am - 5:00 pm
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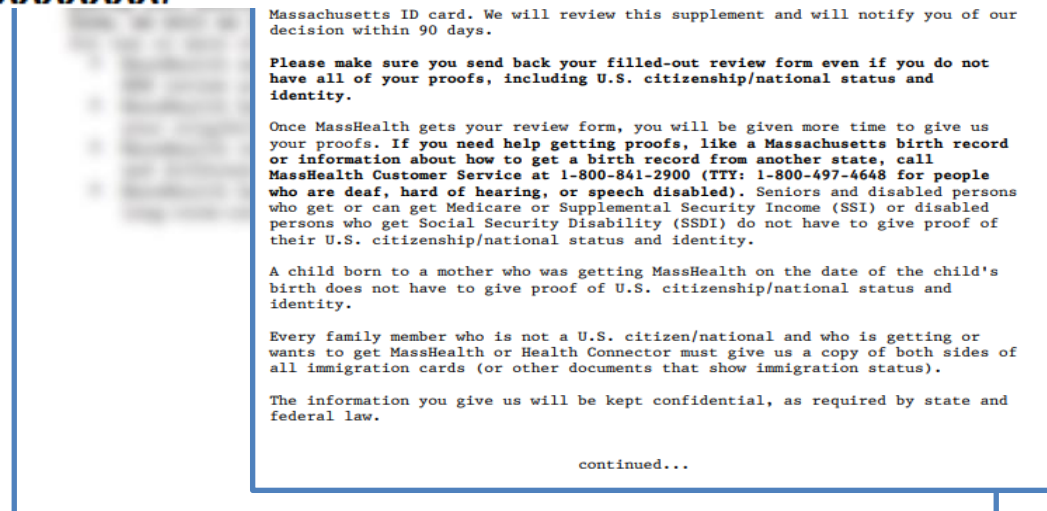
24



# Sample Notice



***You may send the form to the address below or access the MassHealth e-Submission system at <https://mhesubmission.ehs.mass.gov/esb> to fill out and upload your review form using your e-Submission Reference number XXXXXXXX."***



# Steps to Electronic Submission of SACA-2 Renewal



- Members can download a fillable PDF or a DOCX of the SACA renewal in either English or Spanish to complete
- Upload the completed form through the web portal by clicking “Choose File” to select a file format and move to the next screen and set of questions:
  - SNAP benefits
  - Who’s helping you complete the renewal, and
  - Electronically sign the renewal
- Once the form is uploaded, a confirmation screen will provide a reference number, status of the upload, date submitted, and document processing status

File Uploaded: saca-2-erv-0721 testtffyg.pdf

e-Submission Status			
e-Submission Number	Upload Status	Submission Date	Document Status ⓘ
1895908	Submitted	08/02/2022	Unprocessed

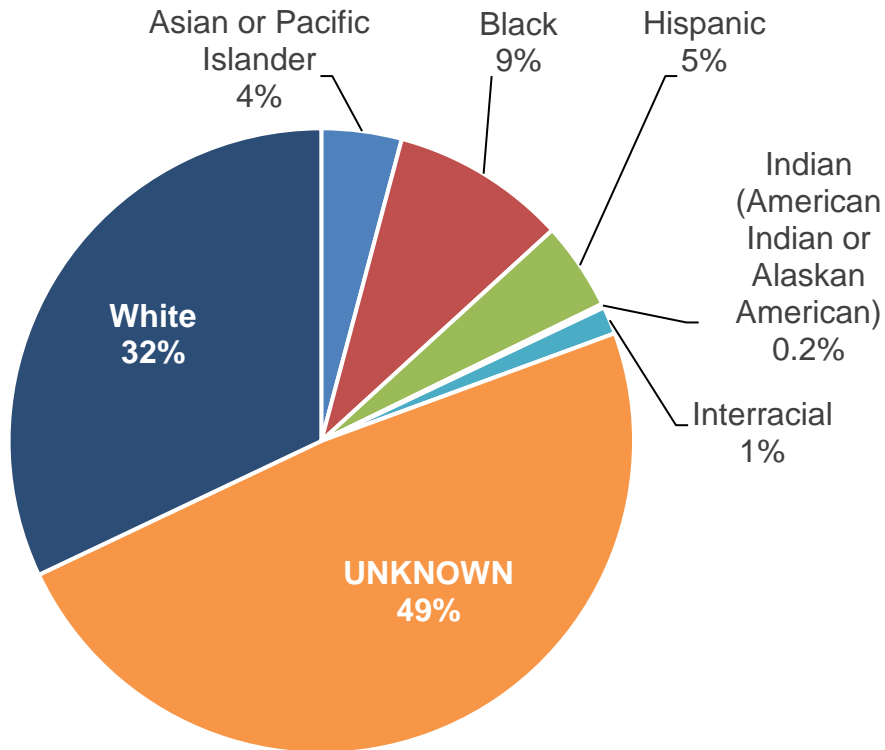
# Update: MassHealth Health Equity

# Health Equity Data (Including Race, Ethnicity & Language)



- MassHealth continues to be dedicated to improving data collection of social risk factors including race, ethnicity, language and disability
- Data collection helps MassHealth make informed policy and operational decisions to provide equitable access to health coverage for members and tailor services to meet members' needs
- In 2023, MassHealth plans to begin enhanced efforts to identify, track, and close disparities in quality performance along social risk factor lines. Improved data for social risk factors is a key component of these efforts

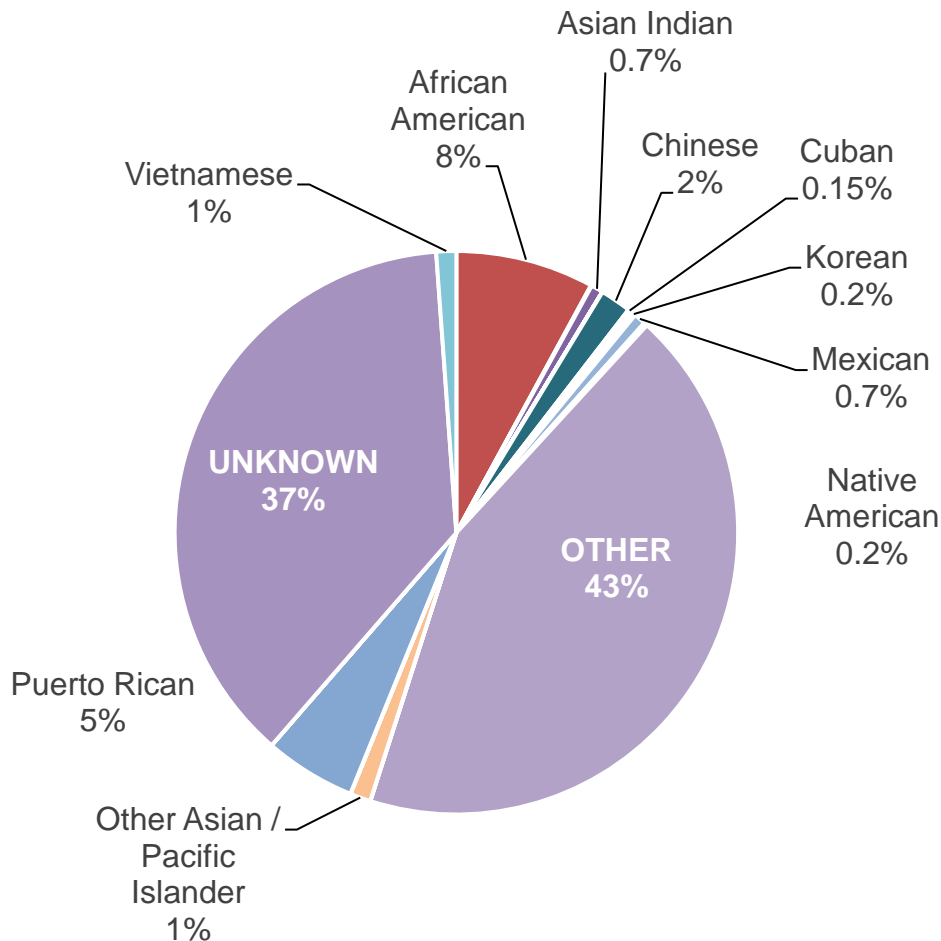
# MassHealth Members: Race



Self-Reported Race	Number Enrolled	Percentage of Total MassHealth Enrollees
<b>UNKNOWN</b>	<b>905,322</b>	<b>49%</b>
White	597,489	32%
Black	169,212	9%
Hispanic	84,782	5%
Asian or Pacific Islander	77,351	4%
Interracial	26,569	1%
American Indian/ Alaskan American	3,891	0.2%

Source: MMIS. The above data represents MassHealth membership among active members for August 2022.

# MassHealth Member: Ethnicity

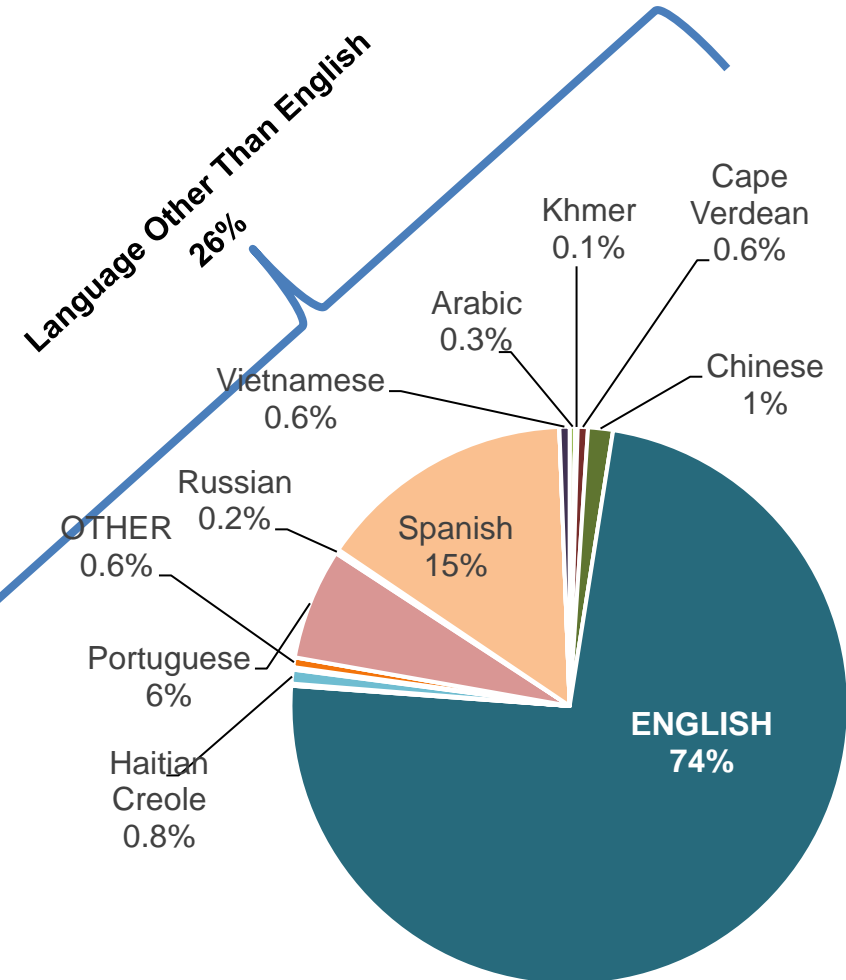


Ethnicity	Number Enrolled	Percentage of Total MassHealth Enrollees
<b>OTHER</b>	<b>803,949</b>	<b>43%</b>
<b>UNKNOWN</b>	<b>698,589</b>	<b>37%</b>
African American	147,848	8%
Puerto Rican	97,782	5%
Chinese	33,208	2%
Other Asian / Pacific Islander	22,107	1%
Vietnamese	21,366	1%
Asian Indian	12,969	0.7%
Mexican	12,707	0.7%
Korean	3,525	0.2%
Native American	3,670	0.2%

# MassHealth Members: Language



Language	Number Enrolled	Percentage of Total MassHealth Enrollees
<b>English</b>	<b>1,373,512</b>	<b>74%</b>
<b>Language Other Than English</b>	<b>485,398</b>	<b>26%</b>
Spanish	278,730	15%
Portuguese	119,754	6%
Chinese/ Cantonese/ Mandarin/ Toisanese	26,880	1%
Haitian Creole	15,004	0.8%
Cape Verdean	11,049	0.6%
Vietnamese	11,010	0.6%
OTHER	10,563	0.6%
Arabic	6,147	0.3%
Russian	3,892	0.2%
Khmer	2,369	0.2%



Source: MMIS. The above data represents MassHealth membership among active members for August 2022.

# Resources



# Update Your Contact Info Today!

- Members must update their information with MassHealth 10-days from the change of circumstance
- To stay connected, make sure contact information such as an address, phone number, or email address is up-to-date



# Free COVID At-Home Rapid Antigen Tests

- The State is making at-home COVID tests available free of cost. Providers can visit [bit.ly/covidtestrequestMA](https://bit.ly/covidtestrequestMA) to submit a request for up to 1,800 tests. Requests will be processed on a first come, first served basis and delivered as soon as possible along with stickers noting extended expiration dates and treatment options
- More information about at-home tests, including links to translated instructions, can be found at <https://www.mass.gov/info-details/using-a-covid-19-self-test>



# COVID Vaccines/Boosters

- As a trusted source of information for your clients/community, your ongoing, active participation in the COVID-19 vaccine primary series and booster process is essential. As you know, staying up to date on COVID-19 vaccines is the most effective way to lower the risk of severe disease, hospitalization, and death, even against emerging variants. While vaccine protection decreases over time, boosters restimulate the immune system and increase vaccine efficacy again
- **Being up to date on vaccines means getting all recommended boosters when eligible.** Eligibility and other details can be found [here](#)



# COVID Vaccines/Boosters: Steps You Can Take



Steps you can take:

- **Urge all staff/members/patients/clients/community members to get their boosters as soon as they are eligible.**

Individuals can use the [CDC's COVID-19 booster tool](#) to learn if they are up to date or due for a booster, and learn more here:

[COVID-19 booster frequently asked questions](#)

- **Consider ways to make boosters more accessible** for employees and your community, including hosting a [vaccine clinic](#)
- **Share educational and awareness materials:** Use [videos, flyers, and graphics](#), available in multiple languages, to help build trust in vaccine safety and efficacy, and raise awareness of the importance of boosters

