# **MassHealth Updates**

Massachusetts Health Care Training Forum

April 2020

# Agenda

**MassHealth**

**COVID-19 Information and Program Updates**

- MassHealth COVID-19 Response

- MassHealth Self-Attestation for Eligibility Factors

- Hospital-Determined Presumptive Eligibility (HPE) Extensions

- Long-Term Care Update

- MassHealth Hardship Waiver

- Tools and Resources

# **MASSHEALTH COVID-19 RESPONSE**

# MassHealth COVID-19 Response: MEC Update

- In response to COVID-19, and to support the health and safety of our members and staff, all MassHealth Enrollment Centers (MECs) will be closed for walk-in visitors until the Emergency is declared over.
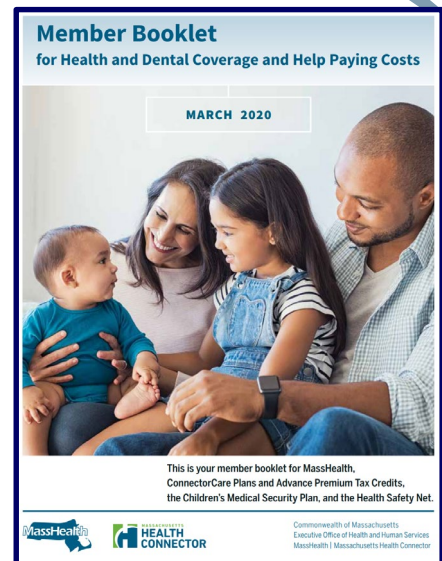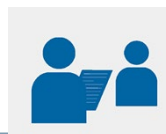
## ACA- 3 Applications

- Online: ww.mahealthconnector.org

- Mail: Send completed ACA- 3 application

  Health Insurance Processing Center
  P.O. Box 4405
  Taunton, MA 02780

- Fax: 1-857-323-8300

- Phone: 1-800-841-2900

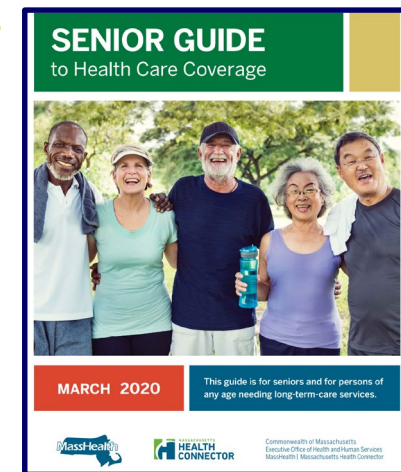  (TTY: 1-800-497-4648) Monday-Friday 8:00 am - 5:00 pm

- Enrollment Assisters



**Member Booklet**
for Health and Dental Coverage and Help Paying Costs

MARCH 2020

This is your member booklet for MassHealth, ConnectorCare Plans and Advance Premium Tax Credits, the Children's Medical Security Plan, and the Health Safety Net.
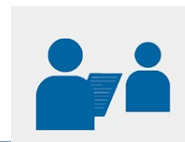
# MassHealth COVID-19 Response

- Applicants or members with Urgent Medical Needs due to COVID-19, should notate that on the application.

**SACA 2- Application**

- Fillable PDF at https://www.mass.gov/doc/application-for-health-coverage-for-seniors-and-people-needing-long-term-care-services-0/download

  - Mail: Send completed SACA- 2 application
    MassHealth Enrollment Center
    Central Processing Unit
    P.O. Box 290794
    Charlestown, MA 02129

- Fax: (617) 887-8799
- Enrollment Assisters

**SENIOR GUIDE**
to Health Care Coverage

MARCH 2020

This guide is for seniors and for persons of any age needing long-term-care services.

# MassHealth and COVID-19 Coverage Protection

■ MassHealth will protect coverage for all individuals who have Medicaid coverage as of March 18, 2020, and for all individuals newly approved for coverage during the COVID-19 outbreak national emergency, and through the end of the month in which such national emergency period ends.

■ These members will not lose coverage or have a decrease in benefits during this time period.

# MassHealth and COVID-19 Coverage Protection (cont.)

- Coverage will end only if an individual:

  - requests termination of eligibility;

  - is no longer a resident of Massachusetts; or

  - is deceased.

- For individuals who have received notices that their coverage is ending on or after March 18, 2020, no change in coverage will occur.

  - These individuals do not have to send in paperwork to keep their coverage at this time. MassHealth will ensure their coverage does not terminate during this period.

7

# MAhealthconnector.org Online System

■ The www.MAhealthconnector.org online system will retain a member in the benefit they were receiving on or after March 18th, 2020.

## 2020 Eligibility Results

**IMPORTANT MESSAGE**
This screen may not reflect the coverage protections in effect for all individuals who have **MassHealth, Health Safety Net and Children's Medical Security Plan coverage** as of March 18, 2020 and for all individuals approved for coverage during the COVID-19 outbreak national emergency and for one month after the emergency period ends. Coverage will only end if an individual requests termination of eligibility or if they are no longer resident of the state.

| Back to Eligibility Applications | Show Medicaid Household Detail | Show Medicaid Notice |

*When you see an ⓘ, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.*

**Important** The eligibility results listed below are based on information we currently have on file. Our records show we did not receive requested proofs on time for you or a member of your household. It is important that you send us the proof listed below in order to determine if you or members of your household can qualify for benefits through MassHealth or the Health Connector. You may not be able to get or keep your coverage unless you send us the requested proof.

# MAhealthconnector.org Online System  (cont.)

**MassHealth**

- The system will update nightly to retain a member in their previous coverage type, if the member reported a change and the change resulted in a decrease in benefit or termination of benefits.

  - Members should go back to their online account, to review their benefit in the Eligibility Summary page.

    - MassHealth members that will be protected through this process will not receive an eligibility notice.

# MASSHEALTH SELF – ATTESTATION FOR ELIGIBILITY FACTORS

**Extensions During COVID-19 Emergency**

# MassHealth COVID-19 Response: Self- Attestation

■ MassHealth will accept self-attestation during the COVID-19 outbreak national emergency, and through the end of the month in which such national emergency period ends, for verification of:

| | |
|---|---|
| • Residency | • Disability |
| • Income | • Assets |
| • Pregnancy | • Breast and cervical cancer diagnosis and/or treatment |
| • HIV status | • Relationship |
| • Access to health insurance | |

■ MassHealth will still use data matching to verify eligibility factors, and Requests for Information (RFI/VC-1) will be generated if we are unable to match information electronically. Self-attestation will only be accepted if we are unable to match data, or if documentation is not readily accessible for an individual to submit.

# MassHealth COVID-19 Response: Self- Attestation for Disability

- Applicants and members indicating they have an injury, illness or disability, may contact Disability Evaluation Services (DES) to expedite the decision process.

  - Disability Evaluation Services (DES) will process disability self-attestations.

  - Contact DES at (833) 517- 0250; TTY (866) 693 - 1390

# MassHealth COVID-19 Response: Self- Attestation   (cont.)

■ MassHealth **CANNOT accept self-attestation** during the COVID-19 outbreak national emergency, and through the end of the month in which such national emergency period ends, for verification of:

| • Citizenship | • Immigration Status |
| --- | --- |

■ MassHealth provides all applicants and members a reasonable opportunity period to provide satisfactory documentary evidence of citizenship and identity or immigration status if MassHealth's electronic data matches are unable to verify the applicant's citizenship or immigration status.

– Applicants or members who have made a good faith effort to resolve inconsistencies or obtain verification of citizenship and identity or immigration status may receive a 90-day extension. Requests must be made to MassHealth before the end of the Request for Information (RFI) date.

# MassHealth COVID-19 Response: Self- Attestation (cont.)

- **Clinical Assessment**

  - Self-attestation for clinical assessments necessary to establish eligibility **will not be accepted** at this time for the following programs:

    - Home and Community Based Waiver Program

    - The Program of All-inclusive Care for the Elderly (PACE)

    - Nursing Facility Care (Long-Term Care)

# How an Individual Can Self- Attest

- An individual can self-attest to eligibility factors through written attestation or verbally.

- **Written Attestations**

  - A self-attestation form is available on **https://www.mass.gov/info-details/covid-19-emergency-related-waivers-for-members-and-applicants**. Individuals are not required to use this form.

  - Written attestations not using the provided form must provide the following information:

| | | |
|---|---|---|
| ▪ Members Name | | ▪ Date |
| ▪ Signature | | ▪ Social Security number or MassHealth ID # |
| ▪ Information that they are self-attesting to. | | |

# How an Individual Can Self-Attest (cont.)

- **Written self-attestations can be submitted by:**

  – <u>Mahealthconnector.org</u>: *Upload Documents*

  - Applicants and members with access to the online account at Mahealthconnector.org, may upload written self-attestations by using the document upload feature.

    - Documents should be uploaded under the dropdown: **MassHealth- Self-Attestation Form (SAF-CVD) and Retro Eligibility Request**

  – <u>Fax</u>: Health Insurance Processing Center at (857) 323-8300

  – <u>Mail</u>: Health Insurance Processing Center

  PO BOX 4405, Taunton, MA 02180

# How an Individual Can Self-Attest: MAhealthconnector.org

# How an Individual Can Self-Attest (cont.)

- **Verbal Attestations**
  - Call MassHealth Customer Service (800) 841-2900 TTY: (800) 497-4648.

*Important to note:* Following the emergency period, individuals that self-attest will be requested to submit documentation to verify any eligibility factors that they self-attested to.

# New Notice Insert

- The insert will be included in all MassHealth notices.

  - The insert will provide COVID-19 resources, guidance, and inform individuals of the ability to provide self-attestation for certain eligibility factors.

# HOSPITAL-DETERMINED PRESUMPTIVE ELIGIBILITY (HPE)

**Extensions During COVID-19 Emergency**

# Hospital-Determined Presumptive Eligibility (HPE) Program

- The Affordable Care Act allows qualified hospitals to make presumptive eligibility determinations for certain individuals who appear to be eligible for Medicaid coverage.

- Improves individuals' access to Medicaid (MassHealth) and necessary services by providing another channel to apply for coverage.

- Provides temporary benefits while allowing for immediate access to MassHealth coverage for eligible individuals.

  – Coverage will be from the date of the HPE determination to the end of the month, the determination was made.

- Ensures the hospital will be reimbursed for services provided.

- Provides individuals with an opportunity to be connected to longer-term coverage options.

# Hospital-Determined Presumptive Eligibility (HPE) Program   (cont.)

- Only individuals who are unable to complete a full ACA-3 application at the time that they seek MassHealth coverage may apply for HPE. If MassHealth receives a full ACA-3 application and an HPE application for the same individual on the same day, only the full ACA-3 application will be processed.

- To retain coverage after the expiration of the HPE period, applicants must submit a full application before the HPE coverage end-date.

# HPE Extensions During COVID-19 Emergency   (cont.)

■ Generally, MassHealth does not allow individuals to apply for HPE if they have been approved for MassHealth benefits through HPE within the past 12 months or enrolled in MassHealth Standard, MassHealth CommonHealth, MassHealth CarePlus, or MassHealth Family Assistance within the previous 12 months.

■ MassHealth is temporarily suspending these restrictions.

# HPE Extensions During COVID-19 Emergency   (cont.)

- MassHealth has further expanded HPE to remove the restriction that an individual can only receive one HPE benefit every 12 months.

- This expansion will continue during the COVID-19 outbreak national emergency, and through the end of the month in which such national emergency period ends.

- Individuals can apply for HPE at a participating qualified hospital.

- HPE determinations cannot be appealed. Applicants who are not eligible for HPE benefits should complete the full ACA-3 application.

# LONG-TERM CARE UPDATE

**Members Who Can't Return Home During COVID-19 Emergency**

# LTC Update - Members Unable to Return Home

- MassHealth will extend eligibility if a member cannot be safely discharged due to COVID-19 or other concerns, for the duration of the quarantine or until the member can safely return to the community.

- Although the member may no longer require a nursing facility level of care
  - The facility will be able to bill MassHealth
  - Nursing facilities will be working with OLTSS and the Integration Team.

# MASSHEALTH PREMIUMS UPDATE

# MassHealth Premium Update

## Hardship Waivers

- MassHealth will waive MassHealth premiums and/or premium balances to allow members to re-activate coverage following a termination due to non-payment of premiums for those who request a **hardship waiver** for the duration of the COVID-19 national emergency period and through the end of the month in which this emergency period ends.

  – The start date of the hardship waiver cannot be more than three months prior to the date that the member self-attested to the hardship, or when MassHealth received the hardship waiver application/request.

# Appeals

**Appeals**

- Fair Hearings during the COVID-19 outbreak national emergency, and through the end of the month in which such national emergency period ends:

  – All appeal hearings will be telephonic; and

  – Individuals will have up to 120 days, instead of the standard 30 days, to request a fair hearing for member eligibility–related concerns.

![MassHealth logo]

# MassHealth Waives Hospital Copayments During COVID Emergency

- Effective March 18, 2020, MassHealth has eliminated copayments on acute inpatient hospital stays for all members. Hospitals should no longer charge copayments to any MassHealth member for an inpatient stay.

- Hospitals that have collected copayments on or after March 18, 2020, for MassHealth inpatient hospital stays should refund those amounts.

- For additional information, please see the https://www.mass.gov/doc/acute-inpatient-hospital-bulletin-174-elimination-of-copayment-on-acute-inpatient-hospital-0/download

# How Assisters Can Help

| Capabilities | Certified Application Counselor (CAC) without PSI/ARD[1] | Navigator | Permission to Share Information (PSI) Authority* | Authorized Representative Designation (ARD) Authority** |
|---|---|---|---|---|
| **Receive information from Customer Service** | YES | YES | YES | YES |
| **Receive written notices** | NO | YES | YES | YES |
| **Make changes to existing case** | YES<br>When "specifically instructed to do so by the applicant or member": Implies that applicant or member is with CAC during the call to give one-time permission. | YES | NO | YES |

*Assuming that the consumer checked the first box in Section 2 of the PSI form.
** Assuming that the consumer designated the CAC as his or her ARD I.

# Tool and Resources

## Stay Informed

# Massachusetts 2-1-1



**mass.gov/covid19**

**https://www.mass.gov/lists/we-all-need-help-sometimes**

# Tool and Resources

- MA COVID-19 Resources: https://www.mass.gov/info-details/covid-19-updates-and-information

- Visit Mass.gov at https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19

- Text COVIDMA to 888-777 to sign up for text alerts containing new information and announcements.

- The Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) has created a Coronavirus Visual Tool to assist Medical Professionals and deaf and hard of hearing individuals communicate better during medical appointments

  – https://www.masshealthmtf.org/ma-health-care-learning-series/trainings/covid-19-updates

# MassHealth and COVID-19: Resource for Applicants and Members

- [COVID-19 and MassHealth](#)

  - Find resources and information related to the coronavirus for MassHealth applicants, members, and providers.

- [MassHealth: COVID-19 – Applicants and Members](#)

  - Information for members on:

    - Coverage for testing and treatment for all coverage types and health plans

    - Coverage for telehealth services

    - Information about pharmacy

    - Frequently Asked Questions

# **Questions?**