



MassHealth Updates

Massachusetts Health Care Training Forum
July 2020

Agenda

- MassHealth's Response to COVID-19 Updates
- ACA and SACA Application Updates – July 1, 2020
- Cost Sharing Policy Updates – **Updated slide 27 on 3/15/21**
- Medicare Savings Program (MSP) Updates
- MassHealth Renewal Update
- IRS Economic Impact Payments for Non-Filers
- Race, Ethnicity and Language (REaL) Initiative Update
- Authorized Representative Designation (ARD) and Permission to Share Information (PSI) Update
- Resource

MASSHEALTH'S RESPONSE TO COVID-19 UPDATES

MassHealth's Response to COVID-19 Operations Update



- The MassHealth call center has maintained regular business hours, though wait times may be longer than usual at times.
- 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.

MassHealth's Response to COVID-19 Updates



- Maintaining MassHealth Coverage:
 - MassHealth will maintain coverage for all individuals who have MassHealth (Medicaid/CHIP) coverage, Children's Medical Security Plan (CMSP), or Health Safety Net (HSN) as of March 18, 2020, and for all individuals newly approved during the COVID-19 public health national emergency, and through the end of the month in which such national emergency period ends.
 - These individuals will not lose coverage or have a decrease in benefits during this time period. Coverage will end only if an individual:
 - Requests termination of eligibility
 - Is no longer a resident of Massachusetts
 - Is deceased

MassHealth's Response to COVID-19 Updates (cont.)



- 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.
- [MassHealth Eligibility Flexibilities for COVID-19](#)

MassHealth's Response to COVID-19 Update (cont.)



- 90 day Retroactive Eligibility for Individuals Under the Age of 65
 - Individuals under the age of 65 who applied on or after March 1, 2020 can request that their coverage be retroactive up to 90 days. They may request that their eligibility start date begin as early as the first day of the third calendar month before the month of application, but no earlier than March 1, 2020.
- MassHealth will not apply retroactive coverage to a member's MassHealth ACO/MCO health plan.

HPE Extensions During COVID-19 Update



- During the COVID-19 outbreak national emergency, MassHealth will accept HPE Applications for applicants 65 years of age and older, living in the community, and seeking community MassHealth benefits.
- Individuals living in the community, are 65 years of age and older, may be eligible for MassHealth Standard if they meet the following requirements:
 - The countable-income amount of the individual or couple is less than or equal to 100% of FPL; and
 - The countable assets:
 - Individual is at or equal to \$2,000
 - Married couple living together is at \$3,000 or less

Changes to HPE During COVID-19: Change to Coverage Duration



- 1) Individuals approved for Hospital-Determined Presumptive Eligibility (HPE) on or after March 18, 2020 and before June 30 must submit a full MassHealth application by **July 31st to avoid a lapse in coverage.**
 - MassHealth will notify HPE members of this change.
 - For example, an HPE eligible applicant whose coverage began May 15, 2020 will lose coverage if they don't submit a full MassHealth application by July 31st. If they submit a full application by July 31, their HPE coverage will continue until MassHealth makes an eligibility determination.

HPE During COVID-19: Changes to Coverage Duration (cont.)



- Individuals approved for HPE benefits on or after June 30, 2020, their HPE benefit will end under standard HPE rules.
 - HPE coverage starts on the day that the qualified hospital makes the presumptive eligibility determination and ends on the last day of the month following the month that HPE was approved if a full application has not been submitted by that day; or
 - If a full application has been submitted by that date, then the HPE coverage ends on the date a determination is made based on the full application.
- 2) An individual may have up to **two HPE periods within a 12-month period.**

SHIP PA Program Update

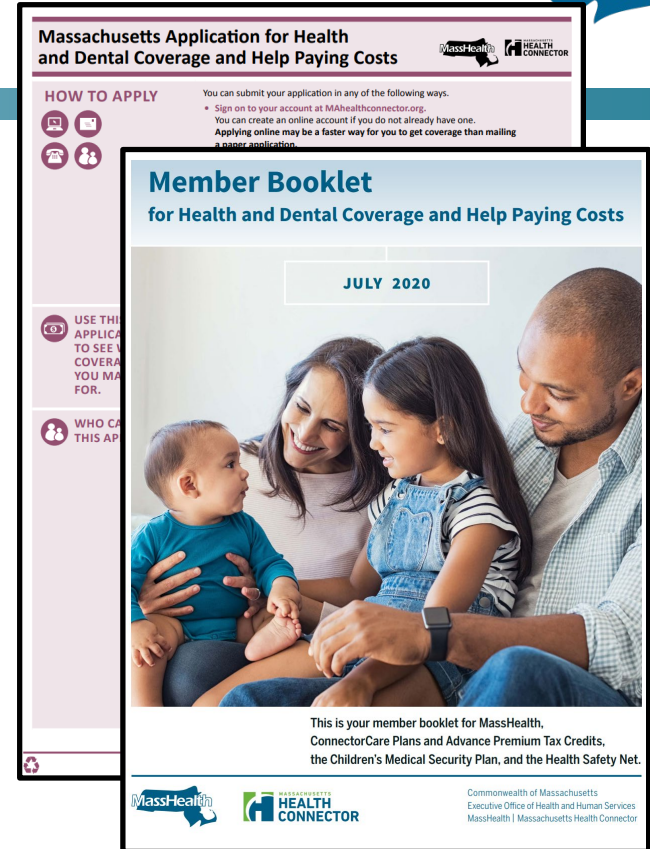
- The Student Health Insurance Plan (SHIP) Premium Assistance (PA) Program is ending at the end of the 2019-2020 academic year. Students will receive notices about the end of the SHIP PA program so that they can begin planning for other coverage.
- To ensure that students on the SHIP PA program do not lose affordable coverage during the COVID-19 public health national emergency, MassHealth will maintain their coverage through the course of their SHIP plan period and through end of the month in which the national emergency period ends.
- Students with questions on current SHIP coverage or the needed transition into the new academic school year of 2020-2021 can contact the MassHealth SHIP PA customer service at (855-273-5903).
- For more information about the [MassHealth SHIP PA Program](#)

ACA-3 & SACA-2 APPLICATION UPDATES: JULY 1, 2020

ACA-3 Application Revisions: July 1, 2020



- [ACA-3 Application](#) Revisions for July 1, 2020 includes:
 - Added language about race and ethnicity to explain use of data
 - Moving the Incarceration question to Step 1 Person 1. It was removed from Other sections—persons 2 through 4
 - Updated language in the sections “Other income” and “Alimony” to reflect the current tax law
 - Addition of COVID-19 information and resource
 - New step 5 to capture information about Health Reimbursement Accounts
 - Aligned language for Supplement A: Health Insurance from Jobs (question 16) to ensure consistency with the online application



How to Apply: ACA-3

- Applicants can use any of the options below:
 - Online at **MAhealthconnector.org** – **FASTEST**
 - Phone: 1-800-841-2900 (TTY: 1-800-497-4648)
Monday-Friday 8:00 am - 5:00 pm
 - Mail the completed, signed application to:
Health Insurance Processing Center
P.O. Box 4405
Taunton, MA 02780
 - Fax to (857) 323-8300
 - [Enrollment Assisters](#): Call ahead and make an appointment
- Printable and downloadable, new member booklet for [Health and Dental Coverage and Help Paying Costs](#) (ACA-1) and the [ACA-3](#)

SACA-2 Application Revisions: July 1, 2020



- [SACA-2 Application](#): Revisions for July 1, 2020 includes:
 - New language explaining how race and ethnicity data will be used
 - Updated language in the sections “Other income” and “Alimony” to reflect current tax law
 - New Section 7 to capture information about Health Reimbursement Accounts
 - Addition of COVID-19 information and resource
 - Aligned language for Supplement D: Health Insurance (question 16) to ensure consistency with the online application.

Print Clear

Application for Health Coverage for Seniors and People Needing Long-Term-Care Services

MassHealth HEALTH CONNECTOR

HOW TO APPLY

Please identify which program each household member is applying for on page 1 of the application. You can submit your application in any of the following ways.

- Mail or fax your filled-out, signed application to MassHealth Enrollment Center
- Hand deliver your filled-out, signed application to MassHealth Enrollment Center

SENIOR GUIDE to Health Care Coverage

In order to be household in... This packet... in applying f... complete th...

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JULY 2020

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

MassHealth HEALTH CONNECTOR

Commonwealth of Massachusetts
Executive Office of Health and Human Services
MassHealth | Massachusetts Health Connector

How to Apply: SACA-2

- Applicants can use any of the options below:
 - Mail the completed, signed application to:

MassHealth Enrollment Center
P.O. Box 290794
Charlestown, MA 02129-0214
 - Fax to (617) 887-8799
 - [Enrollment Assisters](#): Call ahead and make an appointment
- The new [Senior Guide to Health Care Coverage](#) (SACA-1) member booklet and the fillable PDF of the [SACA-2 application](#) can be viewed and printed.

Supplies and Use of Earlier Versions



- Supplies and Use of Earlier Versions of the ACA-3 and SACA-2:
 - Current supplies can be used until August 1, 2020.
- Recycle the March 2020 version once supplies of the July 2020 version of the ACA-3 and SACA-2 arrives.
- Although the March 2020 version will be accepted until August 1, 2020, do not distribute to the public once the new version has been received.

To Request Supplies

- To order paper applications
 - Call: 1-800-841-2900
 - Fax a request: 617-988-8973
 - Email a request: publications@mahealth.net
- When ordering be sure to include:
 - Name of the form being ordered (e.g., ACA-3, SACA-2)
 - Quantity requested
 - Name of the person, organization, and shipping address
 - A direct phone number in case there is a question about the order

COST SHARING POLICY UPDATES

Cost Sharing Policy Updates



MassHealth is updating their cost sharing policy in order to come into compliance with the rules set forth in the Affordable Care Act. (See SSA § § 1916 & 1916A; 42 C.F.R. Parts 447 and 457).

How are Copays Capped?

BEFORE 7/1/2020

Annual pharmacy and acute inpatient hospital copay caps.



\$250 per calendar year on drugs dispensed by pharmacies.



\$36 per calendar year on non-behavioral health acute inpatient hospital stays.

PHASE 1 (07/01/20)

Annual copay caps on drugs dispensed by the pharmacy.



\$250 per calendar year on drugs dispensed by pharmacies. New member exclusions will apply.



Please note, acute inpatient hospital copays have been eliminated as of 03/18/20.

PHASE 2 (01/01/21)

Monthly copay caps on drugs dispensed by the pharmacy.



Members will be assigned a copay cap not to exceed 2% of family income.



Please note, acute inpatient hospital copays have been eliminated as of 03/18/20.

ACA rules require that states limit cost sharing to no more than 5% of each individual's family income.

How Will Cost Sharing be Rolled Out?

IMPLEMENTATION OVERVIEW TWO PHASES

Cost sharing changes will be implemented in two phases: 1) partial implementation and 2) full implementation.

PHASE 1 (PARTIAL IMPLEMENTATION)

- **Date: July 1, 2020**
- Policy Overview:
 - Pharmacy Copays for members with incomes at or below 50% FPL and for members categorically eligible for MassHealth because they are receiving other public assistance (“referred eligibles”) will be eliminated.
 - Copays for FDA-approved medications for detoxification and maintenance treatment of substance use disorders (SUD), preventive services rated Grade A & B by the US Preventive Services Task Force (USPSTF) or broader exclusion specified by MassHealth, and vaccines and their administration recommended by the Advisory Committee on Immunization Practices (ACIP) will be eliminated for all members.
 - Please note that acute inpatient hospital copays have been eliminated for all members effective 03/18/20.

How Will Cost Sharing be Rolled Out?

IMPLEMENTATION OVERVIEW TWO PHASES

Cost sharing changes will be implemented in two phases: 1) partial implementation and 2) full implementation.

PHASE 2 (FULL IMPLEMENTATION)

- **Date: January 1, 2021**
- Policy Overview:
 - Pharmacy copay caps will change from the current \$250 annual cap to a member-specific, monthly copay cap.
 - Pharmacy copays caps will not exceed 2% of income for non-exempt adult members. They will be calculated at the individual level and will be based on a member’s FPL and household size.
 - Members will receive notices every time there is a change to their copay cap amount and/or when they meet their copay cap for the month.
 - Please note that changes that took effect on 7/1/20 as part of the partial implementation will continue.

What is Changing July 1, 2020?

WHAT IS CHANGING?

- At the end of each month, MassHealth will identify members with incomes at or under 50% FPL and referred eligibles and exclude them from copays for the following month. Even if a member's income changes during the month, their exclusion will remain in place until MassHealth identifies the members again at the end of the month.
- Copays for FDA-approved medications for maintenance and treatment of substance use disorders (SUD), preventive services rated Grade A & B by the US Preventive Services Task Force (USPSTF) or broader exclusion specified by MassHealth, and approved vaccines and their administration recommended by the Advisory Committee on Immunization Practices (ACIP), will be eliminated for all members.
- Acute inpatient hospital copays have been eliminated for all members effective 03/18/20.

WHAT IS STAYING THE SAME?

- All current copay exclusions (e.g. pregnancy, Native American status, etc.) will remain in place.
- Copays will not be assessed for members enrolled in One Care, Senior Care Options (SCO), or Program of All-Inclusive Care for the Elderly (PACE).
- There will be no changes to the claims submission process for providers.
- The annual \$250 pharmacy copay cap for non-exempt members will remain in place until 01/01/2021.

Who is Not Subject to Cost Sharing?

Populations and services currently excluded from copays remain excluded, including additions as noted (see 130 CMR 450.130, 506.015 and 520.037):

MEMBERS

- Excluded Populations from Cost Sharing (Copays):
- **NEW:** Members with incomes at or below 50% FPL
- **NEW:** Members categorically eligible for MassHealth because they are receiving other public assistance (“referred eligible”) such as Supplemental Security Income (SSI), Transitional Aid to Families with Dependent Children (TAFDC), or services through the Emergency Aid to the Elderly, Disabled and Children (EAEDC) Program
- Members under the age of 21 years old
- Pregnant women or those in the post-partum period

Who is Not Subject to Cost Sharing? (cont.)

MEMBERS

- MassHealth Limited members
- MassHealth Senior Buy-In members or MassHealth Standard members for drugs covered under Medicare Parts A and B only, when provided by a Medicare-certified provider
- Members in a long-term care facility
- Members receiving hospice services
- Members who are former foster care individuals eligible for MassHealth Standard, until the age of 21 or 26 as specified by 130 CMR 505.002(H)
- Members who are American Indians or Alaska Natives
- Members who have reached their pharmacy cost sharing cap

Who is Not Subject to Cost Sharing?

Populations and services currently excluded from copays remain excluded, including additions as noted (see 130 CMR 450.130, 506.015 and 520.037):

SERVICES

- Excluded Services from Cost Sharing (Copays) include:
- **NEW:** Copays for FDA-approved medications for detoxification and maintenance treatment of substance use disorders (SUD)
- **NEW:** Preventive services rated Grade A & B by the US Preventive Services Task Force (USPSTF) or broader exclusion specified by MassHealth, and vaccines and their administration recommended by the Advisory Committee on Immunization Practices (ACIP)
- **NEW:** Acute inpatient hospital stays
- Emergency services
- Family planning services and supplies
- Smoking cessation products and drugs
- Provider-preventable services

What Are the Services Excluded from Copays?



POLICY OVERVIEW: PARTIAL IMPLEMENTATION

July 1, 2020: Copays for FDA-approved medications for detoxification and maintenance treatment of substance use disorders (SUD), preventive services rated Grade A and B by the U.S. Preventive Services Task Force (USPSTF) or broader exclusion specified by MassHealth, and all approved vaccines and their administration recommended by the Advisory Committee on Immunization Practices (ACIP) will be eliminated for all members.

Drug Categories Impacted:

- Low-dose Aspirin
- Breast cancer prevention medication
- Colonoscopy preparations
- Folic acid supplementation
- **Truvada (and generics) and Descovy**
- Statins
- Substance Use Disorder (SUD) treatment and maintenance using Federal Drug Administration (FDA)-approved medications
- ACIP approved vaccines


How Will Members Be Notified?

Members will be notified by mail of the changes to their MassHealth copay obligation.



- **Advance Member Mailing:**
- Notice notifies newly exempt members (i.e. those at or under 50% FPL and “referred eligibles”) of the change to copay policies.
- The notice was mailed out the beginning of May 27th.

Advance Member Mailing Pre-Partial Implementation



Commonwealth of Massachusetts
Executive Office of Health and Human Services
www.mass.gov/masshealth

«FIRSTNAME» «LASTNAME» «DATE»
«STREET1» «STREET2»
«CITY», MA «ZIP»

IMPORTANT INFORMATION ABOUT MASSHEALTH COPAYS
THIS IS NOT A BILL. YOUR MASSHEALTH BENEFITS DO NOT CHANGE.

MassHealth ID: «MASSHEALTHIDNUMBER»

Dear «FIRSTNAME» «LASTNAME»:

Starting July 1, 2020, two types of MassHealth members will no longer have to pay copays for drugs covered by MassHealth:

- Those with income at or below 50% of the federal poverty level, and
- Members who are on MassHealth because they get certain other types of public assistance.

Also, some substance use disorder (SUD) treatments, some preventive services, and acute inpatient hospital stays will not have copays. A copay is the dollar amount charged by a provider to a member for the use of a covered service or item.

Based on our records, you may not need to pay copays starting July 1, 2020.

You do not have to pay any copays if:

- Your income is at or below 50% of the federal poverty level (NEW STARTING JULY 1, 2020)
- You are eligible for MassHealth because you are getting certain public assistance benefits such as Supplemental Security Income (SSI), Transitional Aid to Families with Dependent Children (TAFDC), or services through the Emergency Aid to the Elderly, Disabled and Children (EAEDC) Program. See 130 CMR 506.015 and 130 CMR 520.037 (NEW STARTING JULY 1, 2020)
- You are under 21 years old
- You are pregnant or your pregnancy has recently ended
- You are getting benefits under MassHealth Limited (emergency MassHealth)
- You are a member with MassHealth Senior Buy-in or MassHealth Standard, and you are getting a drug that is covered under Medicare Parts A and B only, when provided by a Medicare-certified provider
- You are in a long-term care facility
- You are getting hospice services

Advance Member Mailing Pre-Partial Implementation

- You were a foster care child and you are eligible for MassHealth Standard, until age 21 or 26 as specified by 130 CMR 505.002(H)
- You are American Indian or an Alaska Native, or
- You are in another exempt category (see 130 CMR 506.015 or 130 CMR 520.037).

In addition, there is no copay for the following services:

- SUD treatment, such as Medication-Assisted Therapy (MAT) (for example, Suboxone or Vivitrol) (NEW STARTING JULY 1, 2020)
- Certain preventive services such as low-dose aspirin for heart conditions, drugs used for HIV prevention, and drugs used to prepare for a colonoscopy (NEW STARTING JULY 1, 2020)
- Certain vaccines and their administration (NEW STARTING JULY 1, 2020)
- Acute inpatient hospital stays (EFFECTIVE AS OF MARCH 18, 2020)
- Family planning services and supplies
- Products and drugs to help you stop smoking
- Emergency services
- Provider preventable services, or
- Other services described in MassHealth regulations (see 130 CMR 506.015 and 130 CMR 520.037).

Important to Know

If you have a change in your financial situation or other circumstances, you may need to pay copays on drugs. You must report any changes to MassHealth within 10 days of a change or as soon as possible. To report changes, please call us at (800) 841-2900, Monday through Friday, between 8:00 a.m. and 5:00 p.m. For TTY, call (800) 497-4648 for people who are deaf, hard of hearing, or speech disabled, during the same hours.

For More Information

If you have questions or need more information, go to mass.gov/masshealth or call us at (800) 841-2900, Monday through Friday between 8:00 a.m. and 5:00 p.m. For TTY, call (800) 497-4648 during the same hours.

This letter is not a guarantee that you will never have to pay copays after July 1, 2020.

Sincerely,
MassHealth


How Will Members Be Notified?



New members will be notified of the changes to their MassHealth copay obligation through an insert sent with the approval notice.



- **Notice Insert:**
- Notifies new MassHealth members of the updated copay policies.
- Member's will receive notices upon being deemed eligible for MassHealth.


Commonwealth of Massachusetts
Executive Office of Health and Human Services
www.mass.gov/masshealth

«FIRSTNAME» «LASTNAME» «DATE»
«STREET1» «STREET2»
«CITY», MA «ZIP»

IMPORTANT INFORMATION ABOUT MASSHEALTH COPAYS
THIS IS NOT A BILL. YOUR MASSHEALTH BENEFITS DO NOT CHANGE.

MassHealth ID: «MASSHEALTHIDNUMBER»

Dear «FIRSTNAME» «LASTNAME»:

Starting July 1, 2020, two types of MassHealth members will no longer have to pay copays for drugs covered by MassHealth:

- Those with income at or below 50% of the federal poverty level, and
- Members who are on MassHealth because they get certain other types of public assistance.

Also, some substance use disorder (SUD) treatments, some preventive services, and acute inpatient hospital stays will not have copays. A copay is the dollar amount charged by a provider to a member for the use of a covered service or item.

Based on our records, you may not need to pay copays starting July 1, 2020.

You do not have to pay any copays if:

- Your income is at or below 50% of the federal poverty level (NEW STARTING JULY 1, 2020)
- You are eligible for MassHealth because you are getting certain public assistance benefits such as Supplemental Security Income (SSI), Transitional Aid to Families with Dependent Children (TAFDC), or services through the Emergency Aid to the Elderly, Disabled and Children (EAEDC) Program. See 130 CMR 506.015 and 130 CMR 520.037 (NEW STARTING JULY 1, 2020)
- You are under 21 years old
- You are pregnant or your pregnancy has recently ended
- You are getting benefits under MassHealth Limited (emergency MassHealth)
- You are a member with MassHealth Senior Buy-In or MassHealth Standard, and you are getting a drug that is covered under Medicare Parts A and B only, when provided by a Medicare-certified provider
- You are in a long-term care facility
- You are getting hospice services

- You were a foster care child and you are eligible for MassHealth Standard, until age 21 or 26 as specified by 130 CMR 505.002(H)
- You are American Indian or an Alaska Native, or
- You are in another exempt category (see 130 CMR 506.015 or 130 CMR 520.037).

In addition, there is no copay for the following services:

- SUD treatment, such as Medication-Assisted Therapy (MAT) (for example, Suboxone or Vivitrol) (NEW STARTING JULY 1, 2020)
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This letter is not a guarantee that you will never have to pay copays after July 1, 2020.

Sincerely,
MassHealth

MEDICARE SAVINGS PROGRAM (MSP) UPDATES

Medicare Savings Program (MSP)

- The Medicare Savings Program (MSP), also known as the MassHealth Buy-In Program, can help older Massachusetts residents and residents living with a disability save on their Medicare coverage. The MassHealth Buy-In Program includes:
 - Qualified Medicare Beneficiary (QMB) program
 - Buy-In Specified Low-Income Medicare Beneficiary (SLMB)
 - Qualifying Individuals (QI) program
- On January 1, 2020, eligibility for these programs expanded.

Medicare Savings Program (MSP): Income and Asset Limits



- Senior Buy-In Qualified Medicare Beneficiary (QMB) Expansion

You are	Income is at or below	Asset/resources at or below
An individual	\$1,383 per month	\$15,720
A married couple living together	\$1,868 per month	\$23,600

Medicare Savings Program (MSP): Income and Asset Limits (cont.)



- Buy-In Specified Low-Income Medicare Beneficiary (SLMB) and Qualifying Individuals (QI) Expansion

You are	Income is at or below	Asset/resources at or below
An individual	\$1,755 per month	\$15,720
A married couple living together	\$2,371 per month	\$23,600

Medicare Savings Program (MSP) Update



- Correcting a system error:
 - Due to a system error in calculating eligibility, some members who should have been approved for the Qualified Medicare Beneficiary (QMB) program were not. The error has been corrected.
 - As a result, members who should have been approved for QMB will receive a notice and be upgraded as follows:

Members who...	Will be upgraded to QMB with a retroactive start date...
Were receiving SLMB or QI before January 1, 2020	Of January 1, 2020.
Became eligible for QMB but were receiving SLMB or QI on or after January 1, 2020	Based on the eligibility start date of their original MassHealth Buy-In Program.

MASSHEALTH RENEWAL

MassHealth Renewal for Individuals Turning 65



- MassHealth will be sending members turning 65 a renewal package
- The head of household (HOH) will be sent a SACA-2 form and have 45 days to respond
 - Households will be able to respond by mail, or fax
 - If the household responds, eligibility will be based on the application data and generate appropriate request for information (RFI), if applicable
 - If the household fails to respond, MassHealth will maintain the members' current coverage during the COVID-19 public health national emergency, and through the end of the month in which such national emergency period ends
 - These individuals will not lose coverage or have a decrease in benefits during this time period

MassHealth Renewal for Individuals Turning 65 (cont.)



- We encourage members to respond to MassHealth's mailings in order to keep their eligibility determinations up to date
- The transitioning of the over 65 population is important to ensure that:
 - Buy-In benefits can be given if eligibility criteria is met
 - Prevent age specific claim issues

IRS ECONOMIC IMPACT PAYMENTS FOR NON-FILERS

Who is Eligible for the Economic Impact Payment?



- Economic Impact Payments (Payments) authorized by the Coronavirus Aid, Relief, and Economic Security Act (CARES Act)
 - Usually, married couples qualify to receive a \$2,400 payment while others normally qualify to get \$1,200.
 - People with qualifying children under 17 can get up to an additional \$500 for each child.
- Who is eligible for the Economic Impact Payment?
 - U.S. citizens, permanent residents and [qualifying resident aliens](#) who:
 - Have a valid Social Security number
 - Could not be claimed as a dependent of another taxpayer, and
 - Had adjusted gross income under certain limits.

IRS Economic Impact Payments For Non-Filers



- IRS Non-Filers:
 - Low-income people and others who aren't required to file a tax return.
 - Need to [register](#) for a payment by October 15. Register by October 15 to receive payment by the end of the year.
 - Can easily register for a payment by using the free [Non-Filers tool](#), available only on IRS.gov.
- Who should use Non-Filers to receive the Economic Impact Payment?
 - You [are not required to file](#) a federal income tax return for 2019 for any reason including:
 - Your income is less than \$12,200
 - You're married filing jointly and together your income is less than \$24,400
 - You have no income

IRS Economic Impact Payments for Non-Filers: Non-Filers Tool



- Designed for people with incomes typically below \$24,400 for married couples, and \$12,200 for singles.
 - This includes couples and individuals who are homeless.
- People can qualify, even if they do not have earned income or work.
- The Non-Filers tool is not a tool for individuals that have already filed either a 2018 or 2019 return.
- For more information: [IRS Economic Impact Payment Information Center](#)

RACE, ETHNICITY AND LANGUAGE (REaL) INITIATIVE UPDATE

Race, Ethnicity and Language (REaL) Initiative



- MassHealth continues to be dedicated to improving data collection including demographic data.
- 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.

Race, Ethnicity and Language (REaL) Initiative (cont.)



- Question is optional

5. **Optional** What is your race or ethnicity? _____ Please see page 17.

MassHealth is committed to providing equitable care for all members regardless of race, ethnicity, or language spoken. Please complete this question to help us meet your language and cultural needs. Know that your response is voluntary, confidential, and will not impact your eligibility or be used for any discriminatory purpose.

RACE OR ETHNICITY (OPTIONAL) Choose the options that best describe you. Write in all that apply.

Please specify in Question 5 on pages 2, 6, 10, and 14.

American Indian or Alaska Native
(Complete Step 3 and Supplement B)

Asian

Pacific Islander

- Asian Indian

- Filipino

- Chinese

- Guamanian or Chamorro

- Japanese

- Native Hawaiian

- Korean

- Samoan

- Vietnamese

- Other Pacific Islander –

- Cuban
- Mexican, Mexican-American, or Chicano
- Puerto Rican

- Other Asian –
Please specify in Question 5

- Please specify in Question 5

- Other Hispanic/Latino/Spanish origin –
Please specify in Question 5

For any race or ethnicity not listed here, please specify in Question 5.

AUTHORIZED REPRESENTATIVE DESIGNEE (ARD I) AND PERMISSION TO SHARE INFORMATION (PSI) UPDATE

MassHealth Now Accepts ARD I and PSI Form Completion Verbally



- Effective 06/29/2020, MassHealth applicants or members may complete the ARD I (Authorized Representative Designee) and PSI (Permission to Share Information) forms verbally on a recorded phone line with MassHealth Customer Service.
- **IMPORTANT:** Both the MassHealth applicant or member and Assister or designee must be on the phone at the time of request.
- Note:
 - The ability to provide a **Verbal ARD I** will continue beyond the COVID-19 national emergency period.
 - The ability to provide a **Verbal PSI** will be reviewed when the COVID-19 national emergency period ends.

MassHealth Now Accepts ARD I and PSI Form Completion Verbally (cont.)



- Verbal requests for all ARD II or ARD III designations will not be completed over the phone.
 - Continue to complete and submit by mail or fax requests for ARD II and ARD III.
 - Mail to: Health Insurance Processing Center
P. O. Box 4405
Taunton, MA 02780
 - Or Fax the signed and completed form to 1-857-323-8300
- The ARD forms are available online on the MassHealth website [here](#)

RESOURCE

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

Food Assistance Resources for MassHealth Members



- Food assistance handouts:
 - For members-facing food assistance the handout provides information about available resources.
 - The handout can be printed and given to members, or if your staff are connecting with members via phone, text, or email, they can provide members the web address for this handout at:
 - English version: <https://www.mass.gov/doc/food-assistance-during-the-covid-19-emergency/download>
 - Spanish version: <https://www.mass.gov/doc/asistencia-alimentaria-durante-la-emergencia-por-covid-19/download>
 - You can find accessible versions for this handout [here](#) (English) and [here](#) (Spanish)

Food Assistance Resources for MassHealth Members (cont.)



- Staff-facing guide: Created to help staffs better understand how to identify members who need food assistance and the resources available to help them.
 - English version: <https://www.mass.gov/doc/connecting-your-patients-with-food-resources/download>
 - Spanish version: <https://www.mass.gov/doc/como-conectar-a-sus-pacientes-con-recursos-de-alimentos/download>
 - You can find accessible versions for this guide [here](#) (English) and [here](#) (Spanish)
- If you have any questions about these resources, please call the Project Bread FoodSource Hotline at 1-800-645-8333

Questions?