MassHealth

Massachusetts Health Care Training Forum (MTF)

July 2023
Revised 7/26/23

Agenda

- MassHealth 2023-2024 Redetermination Updates

- E-Signature Policy

- Pharmacy Copay

- **NEW** MyServices

- Strengthening MassHealth Member Engagement

UPDATES: MASSHEALTH 2023-2024 REDETERMINATION PERIOD

MassHealth Member Renewal Timeline

Selected for Renewal & Auto-renewal attempted

- Whenever possible, MassHealth will **automatically process a member's renewal** by matching their information against state and federal data sets.

Renewal Notices in Blue Envelope (45 days to respond)

- If a member's renewal cannot be automatically processed, they will receive a blue envelope in the mail with a renewal form to complete and return to MassHealth.
- Typically, members have **45 days to respond to renewal notices**

Request for Information (RFI) (90 days to respond)

- If members respond to renewal notices but MassHealth still needs more information from the member, members have an **additional 90 days to respond** to that request for information

Termination Notice

- Typically, members have **at least 14 days after receiving a termination notice before their benefits stop**

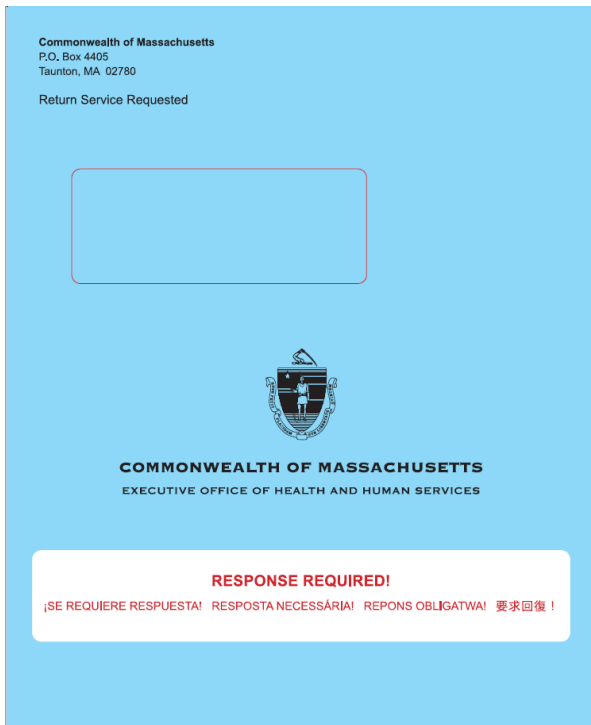**Renewal Reconsideration Period (90-days)**

- During the reconsideration period a **member who has been closed for failure to respond** can contact MassHealth to complete their renewal and will be **reinstated to the day that they were closed**, as long as they **contact MassHealth within 90-day of their MassHealth coverage terminating**

*The 90-day renewal reconsideration period only applies for failure to respond to a renewal notice but DOES NOT apply for failure to respond to RFIs, verifications, or other types of notices.

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Reminder: Reconsideration Period and Member Support

- If a member loses coverage for administrative reasons (i.e., does not return their renewal form), in most cases they will still have a 90-day reconsideration period

  - This means that if a member responds within 90 days of losing coverage and is still eligible for MassHealth, their coverage will be effective retroactive to the date they were terminated

- Providers should work to help members get back on coverage, especially if it's within this 90-day period, or help identify other coverage if they are no longer eligible for MassHealth

- There are a variety of options for providers to help members, including on-site Certified Assisters

- If a provider's location does not have a Certified Assister on-site, there are many other options for members to get help

- If the provider's location does not have an assister on-site, the most important thing for the member to do right away is call MassHealth at (800) 841-2900 TDD/TTY: 711

Renewal Blue Envelope

Commonwealth of Massachusetts
P.O. Box 4405
Taunton, MA 02780

Return Service Requested

COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES

RESPONSE REQUIRED!
¡SE REQUIERE RESPUESTA!   RESPOSTA NECESSÁRIA!   REPONS OBLIGATWA!   要求回復！

Content of the blue envelope:

- Renewal form

- Cover letter

- Babel sheet (translation information)

- Informational insert about losing coverage if you do not respond

- Voter registration

- Voter Declination form

Other MassHealth Notices

- Other important mail from MassHealth includes:

    – Auto-renewal notices

    – Requests for Information (RFI)

    – Approval Notice

    – Verifications

    – Health plan selection

    – Termination Notice
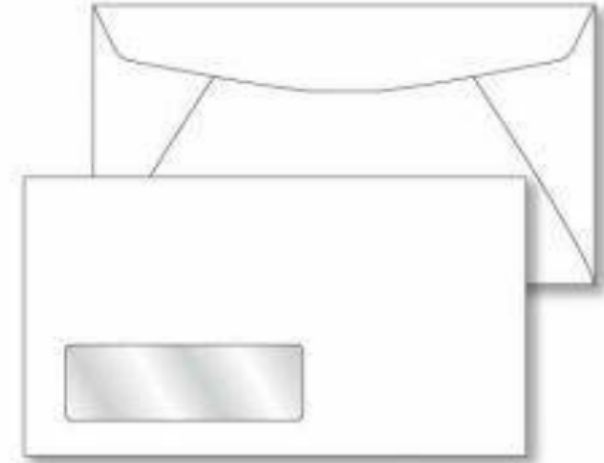
Reminder: Request For Information (RFI)

- As part of Unwind, MassHealth is returning to business-as-usual processes for Requestions for Information and Verifications

- Members are sent notices Requesting Information (RFIs) or Verifications when MassHealth is not able to verify their information

  - This could occur when someone newly applies for MassHealth, reports a change, or takes other actions within their case

  - Most RFIs or verifications are due to differences in self-attested information vs. federal or state data source

    - Some common examples: income, residency, Social Security Number (SSN), citizenship, immigration, asset, and other factors

    - RFIs or Verifications are sent in white envelopes, and members have 90 days to respond to a RFI or Verification. If members do not respond by the deadline, MassHealth determines their eligibility based on the information that is available, which may result in lesser coverage or termination

Reminder: Request For Information (RFI): Normal Maintenance

- How was RFIs and Verifications treated during the PHE?

  - While MassHealth continued to send RFIs and Verifications during the public health emergency (PHE), MassHealth members stayed in their coverage to comply with the federal Maintenance of Effort requirements

- How will RFIs and Verifications be treated moving forward?

  - The federal Maintenance of Effort requirements ended effective on April 1, 2023, and MassHealth is returning to its business-as-usual processes for RFIs and Verifications. This means that some members' coverage may change if they do not respond (specifically, members who have had a renewal in the past twelve months and are no longer subject to continuous coverage requirements). Thus,

    - Members need to respond to RFIs and Verifications by the due date to ensure they continue to receive the best benefits for which they are eligible

Update: Request For Information (RFI) Outreach Efforts

- MassHealth and health plan partners will be conducting direct member outreach to notify members about the need to respond to RFIs and Verifications

  - Methods: Text, Email, and Robocall

- Timing of returning to business-as-usual processes for RFIs and Verifications: MassHealth prioritized member outreach and support for renewals in spring 2023. Therefore, MassHealth temporarily delayed the return to business as usual for RFIs and Verifications in order to provide time to communicate with stakeholders and set up processes to support members in maintaining the coverage for which they are eligible. MassHealth will soon end the Maintenance of Effort protections related to RFIs and Verifications for members who have renewed in the past twelve months. To return to business as usual, MassHealth will take a two-part approach:

  - MassHealth will "deactivate" any outstanding RFIs or Verifications that were issued between 4/1/2023 and 7/17/2023

    - This group of members will have their coverage "protected" until they are selected for a renewal

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Update: Request For Information (RFI) Outreach Efforts (continued)

MassHealth

- For RFIs and Verifications issued after 7/17/2023, MassHealth will return to business as usual for new members and members who have been renewed in the past twelve months, meaning members' coverage may change or terminated if they do not respond to an RFI or Verification

  - Members will have 90 days to respond and provide the needed information

    - For members who do not respond by the due date, MassHealth will determine eligibility based on the information that is available. This determination may result in a lesser coverage type or loss of MassHealth

  - MassHealth will work with its partners to ensure that members receive outreach whenever an RFI or Verification is issued throughout the unwinding period

RFI Information in HIX

- These deactivated RFI will be viewable by members, and Assister Portal users

- Information will display on the "My Account" screen as "Not Required But you can still provide proofs."

Outreach Effort to Date

- Through EOHHS's partnership with Health Care For All (HCFA), canvassers knocked on 320 doors through June in the 15 communities with the most members at risk of coverage loss

- MassHealth Accountable Care Organizations (ACOs) and other health plans conducted outreach to tens of thousands of members selected for renewal in April-June

- EOHHS held trainings specifically for eligibility specialists supporting members over age 65

- EOHHS executed >$1.5M of grants to expand community assister capacity at 23 Community Based Organizations (CBOs) serving immigrants, refugees, older adults, and other vulnerable populations, as well as expanding assister capacity at Aging Services Access Points (ASAPs)

- With support from HCFA, overall 500+ events hosted by CBOs in various communities

- EOHHS executed an additional $1M grant in collaboration with the Health Connector to hire a team of 'Mobile Community Specialists' to conduct renewal assistance in the community

Redetermination Updates

- Redeterminations were initiated in April 2023 at a measured pace to ensure system functionality, customer service preparedness, etc.

- As a reminder, we are required by CMS to renew the full member caseload within 12 months

- We have seen variable (but increasing) auto-renewal rates week-over-week since early April

- We are implementing multiple updates to increase the auto-renewal rate for MAGI and non-MAGI members and expect to see the rate go up significantly in the coming months

- Based on what we are seeing from other states, we know that outreach is absolutely essential – both ensuring we have the right contact information, and that members know to take actions when they receive a blue envelope

- Nationally, Medicaid enrollees (65% of respondents) remain unaware that states are now permitted to resume disenrollments, with even higher rates among older adults (Kaiser Family Foundation survey)

MassHealth Redetermination Dashboard

The redetermination dashboard is released monthly (starting in May) and will provide up-to-date data on MassHealth's caseload and details on members joining and departing MassHealth.

- This data will be critical in identifying populations that require additional support during the redetermination period and will give the public greater visibility into this important initiative

- The dashboard will provide data through the end of the month prior to each release; for example, the May dashboard contains enrollment data through the end of April
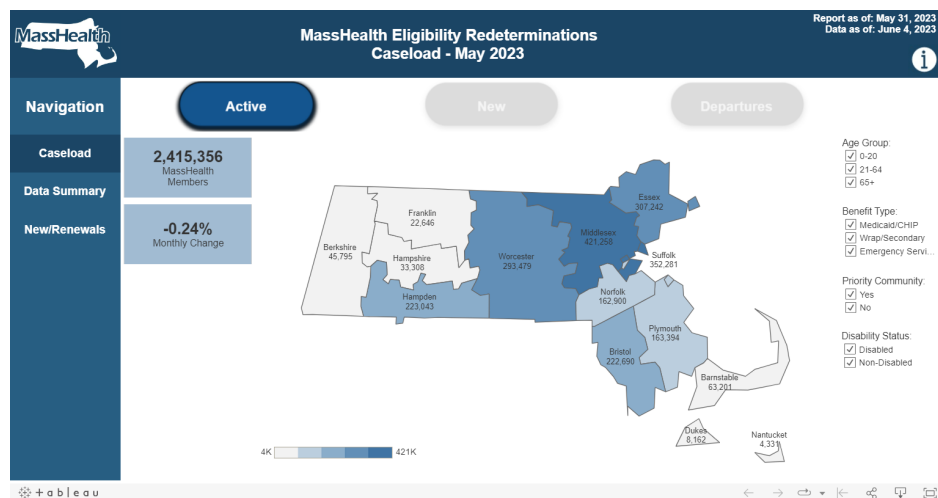
MassHealth Redetermination Dashboard (continued)

[Dashboard](#)

Overall, the MassHealth caseload of approximately 2.4 million members decreased 0.24% during the month of June 2023, as approximately 17,000 members newly joined the program and approximately 23,000 departed from coverage

- The ~17,000 arrivals reflect a typical month's new entrants, as individuals become newly eligible for the program

- The ~23,000 departures are a modest increase from the previous month and include voluntary disenrollments, members who passed away, and members who completed their redeterminations and were found ineligible, in addition to members who did not respond to their renewal

Outreach Materials

- Updated MassHealth **Phase 2 Redeterminations Outreach Toolkit**
- The toolkit includes key messages as well as downloadable flyers, posters, and other materials

MASSHEALTH AUTO RENEWAL UPDATES

Auto-Renewal Updates for MAGI Households

- Updates to MassHealth's auto-renewal process:

  - Using additional data sources to supplement missing information including federal IRS data, state DOR data, and others

  - Using SNAP income data to auto-renew members eligibility

  - Conducting "Express Lane" renewals for children, allowing MassHealth to use data from several sources to streamline renewal processes

  - Increasing premium factor from $50 to $100, meaning that blue renewal envelopes will only be sent if the premium amount increases by $100+ rather than $50+

  - Auto-renewing all individuals with $0 income Using federal and state income data for members whose last renewal did not include income data (i.e., null income)

MassHealth Households Reselected for Renewals in June & July 2023

MassHealth reselected 23K households for renewal a second time: ~18K households in the MAhealthconnector.org online system and ~5K households in the MA21 system for renewal

Updates to auto-renewal process

- Around 18K members were identified to have their renewal restarted to check if they would be eligible for auto-renewal with the updated criteria

- Households selected if they met the following criteria:

  - Were selected for renewal between April and June 2023

  - Were not successfully auto-renewed during their initial renewal

  - May be auto-renewed now that new auto-renewal improvements are in place

- Households in this group who are still not successfully auto-renewed will be sent another blue envelope with a **new date to return their renewal in August or September**

Online System Display

All Members receiving a second renewal will need to resubmit their renewal

What renewal/eligibility status will display in the online system (or HIX) at MAhealthconnector.org for households in this group?

- Once a household has been re-selected for renewal, the **online system will show that their application is under renewal with an active deadline identifying when the renewal is due**

- The renewal banner information will be displayed at the top of the **My Account** Dashboard screen informing the member that they've been selected for renewal. The due date on the banner will be their new due date (in August or September)

- These members will not be closed or terminated until or unless they don't respond by the due date

Update: MassHealth Households Reselected for Renewals in June & July 2023

- A system issue in MA21 was identified related to renewing certain households that had their eligibility protected

- Around 5K households in the impacted population were picked up for renewal and have been terminated for non-response since April 1st

  - MassHealth identified these members may have received insufficient notice of termination

    - System issue has been resolved

- Members received a- second blue envelope with a new due date of August or the beginning of September

- **All Members receiving a second renewal will need to resubmit their renewal**

MassHealth Operations Update: MEC

New MassHealth Enrollment Center (MEC) in Central MA

Address: 50 SW Cutoff, Suite 1A

Worcester, MA 01604

Note: This location does not have a secure drop box at this time

- Charlestown
  529 Main Street
  Charlestown, MA 02129

- Springfield
  88 Industry Avenue, Suite D
  Springfield, MA 01104

- Taunton
  21 Spring Street, Suite 4
  Taunton, MA 02780

- Tewksbury
  367 East Street
  Tewksbury, MA 01876

- Quincy (MassHealth Central Office)
  100 Hancock Street, 6th floor
  Quincy, MA 02171

Schedule an Appointment with a MassHealth Representative

- Unable to get to a MEC, schedule an appointment with a MassHealth representative. Our scheduling tool makes it easy to set up a new appointment or cancel an appointment

  - visit the [MassHealth online appointment service](#) or scan this code for application assistance that can be completed online

  - The Online Portal will let member's schedule:

    - phone appointments

    - video appointments: require valid working email address

E-SIGNATURE POLICY

What Are Electronic Signature?

- An electronic signature is defined as symbols or other data in digital form attached to an electronically transmitted document as verification of the sender's intent to sign the document

- Federal and state law reinforce that electronic signatures must be accepted and have the same effect as written, wet, or paper-based signatures
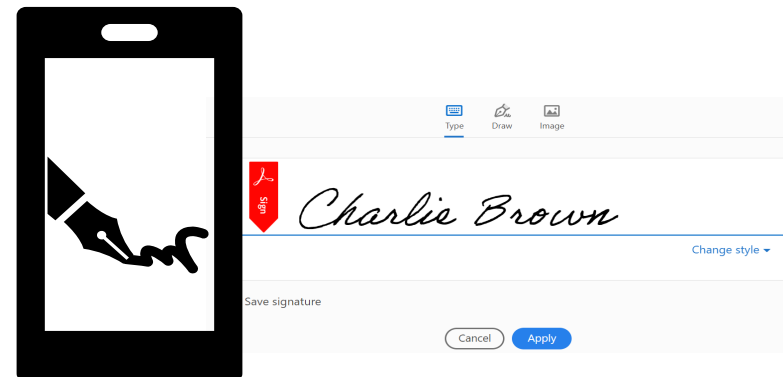
What Are Electronic Signature?

(continued)

What constitutes an electronic signature?

To be considered an acceptable electronic signature, it must:

- **Be Authenticated:** Prove the identity of the person creating the signature (for example, DocuSign requires identity analysis and verification to be established)

- **Capture the individual's intent**: The means by which the electronic signature is being created and used must be explicit that the signor understands to what they are agreeing and that the electronic signature serves as the signor's given permission wherever it is utilized

- **Be bound to the signed document**: The electronic signature being used must be displayed, saved or otherwise readily retrievable in association with the document that they are electronically signing

- **Be preserved for document integrity**: The signature must be memorialized and archived by available means for record keeping by MassHealth

Acceptable E-Signature Format

- Telephonic Application e-Signatures

  - Must be done on a recorded line

- Paper Application e-Signatures

  - DocuSign and other e-Signature sites and software that require identity analysis and verification to be established

  - A signature facsimile by stamp is acceptable

- Online Application e-Signatures

  - Must be entered in the signature space on the rights and responsibilities section of the application

  - The SACA-2 application and all relevant supplements may now be submitted online using Adobe Acrobat. If the SACA-2 is signed and submitted electronically and it includes an electronic signature on the rights and responsibilities page, then it satisfies the e-signature requirements

Ways To Complete the SACA-2

	New Application SACA-2	Renewing Members	
		SACA-2 ERV	SACA-2UND
Online	✓ (Adobe Sign)	✓ (eSubmission)	✓ (eSubmission)
Mail	✓	✓	✓
Fax	✓	✓	✓
Phone	✓ (Adobe Fillable Forms)	✓ (Adobe Fillable Forms)	✓ (Adobe Fillable Forms)
In Person	✓ (Walk-in or Appointment)	✓ Walk-in or Appointment)	✓ (Walk-in or Appointment)
Virtual	✓ (online scheduling system)	✓ (online scheduling system)	✓ (online scheduling system)

PHARMACY COPAY SUSPENSION

Pharmacy Copay Suspension

- **As of May 1, 2023**, MassHealth suspended all pharmacy copays for eligible groups and HSN members

- This policy will remain in effect **through March 31, 2024**

- Children's Medical Security Program (CMSP) members must still pay required copays

MYSERVICES PORTAL

NEW MyServices Portal

- [MyServices](#) portal now available for all MassHealth members

- The MyServices portal is a new **member ONLY** web portal designed for all applicants and members to:

  - review contact information

  - review eligibility status for MassHealth and the Health Connector

  - review MassHealth enrollment information

  - check the status of Requests for Information (RFIs) you have sent to MassHealth

  - get alerts about important events and actions

  - review eligibility notices sent by MassHealth

- MyServices is only available to members and applicants and cannot be accessed by ARDs, PSIs, or Certified Assisters unless the member is present

MyServices: Create an Account

(slide 1 of 3)

MassHealth

- MassHealth members that already have a login for MA Login (HIX), can sign in with the same email and password

- Members that already have a login for DTAConnect.com, can sign in with the same email and password

- Create a MyServices Account
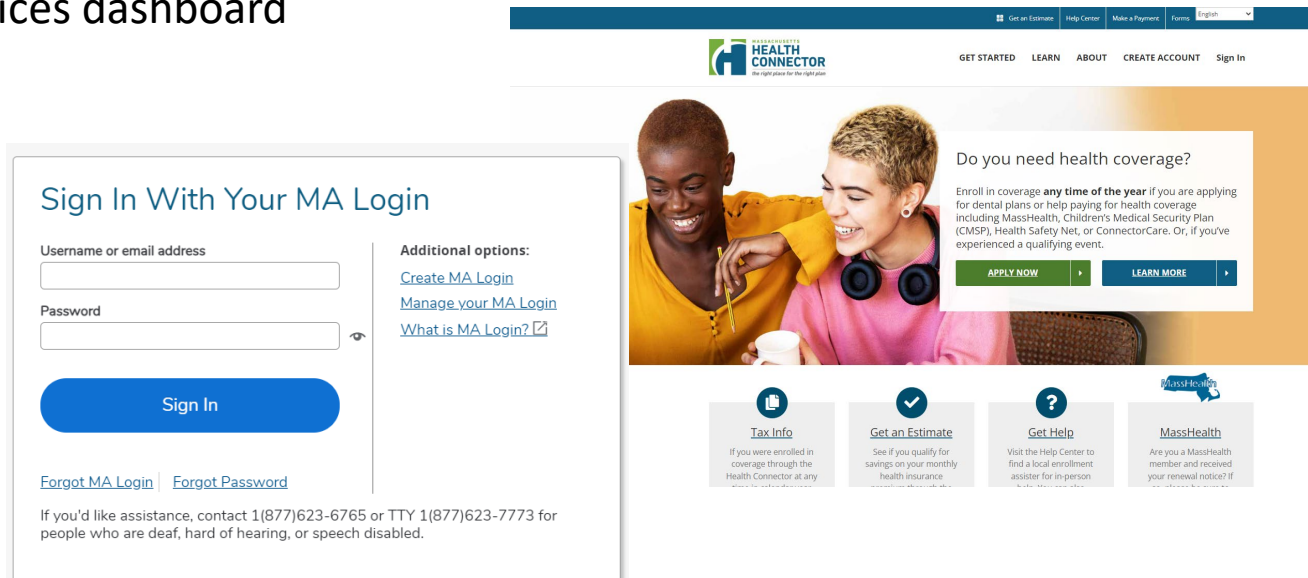
Best Practice

- Members **should not** use their work emails to create their MyServices account

MyServices: Create an Account

- **Existing Members**

  – Members with an MA Login account through www.MAhealthconnector.org (see image below) or an account with login.mass.gov, we recommend using that account information to sign in to MyServices

    - As an account holder, they will be prompted to enter their email address and password. Once logged in, the member will be redirected to the MyServices dashboard
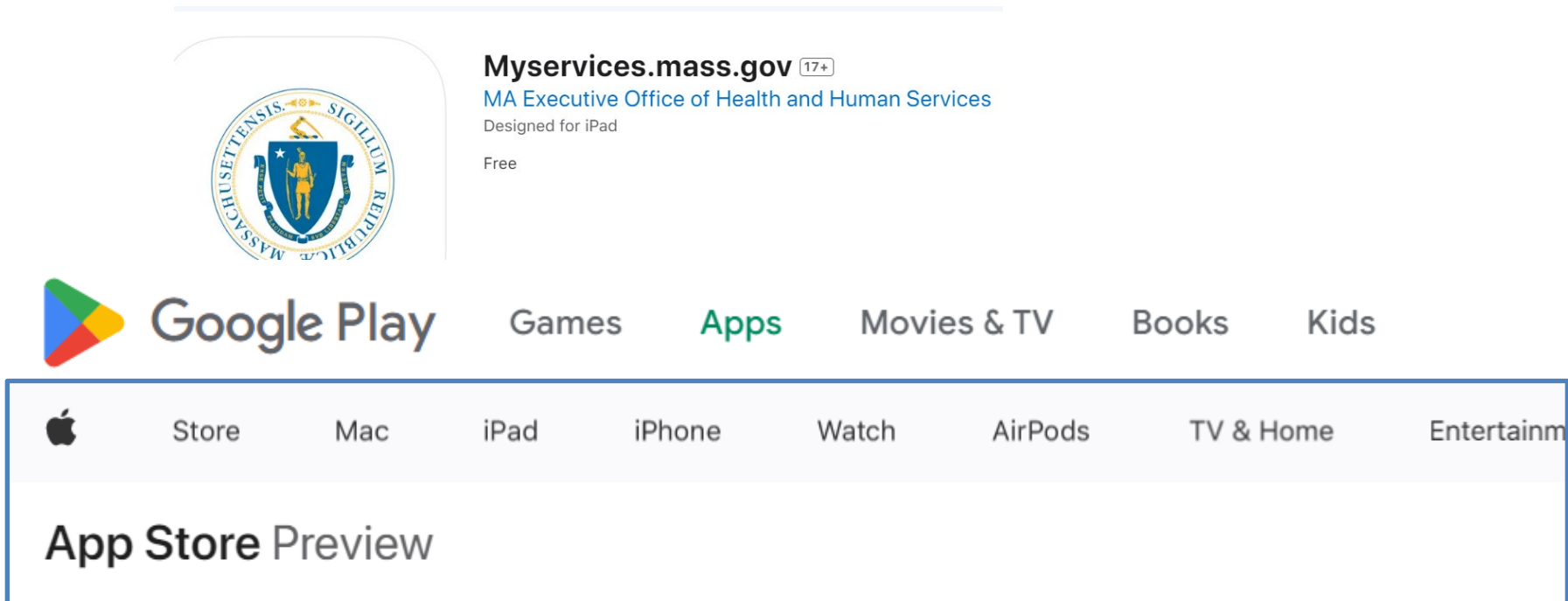
- **New Members**

  – Members can sign up for MyServices by clicking "Create an Account"

  – They will be redirected to the login.mass.gov login screen and required to enter a valid email address. The system will verify the email address with a verification code sent to email on record. Member then enters the code on the login.mass.gov login screen to begin creating a profile

  – Members can create a new profile whether or not they already have a MAhealthconnector or DTAConnect account

  – If the member sign up for services from MassHealth or DTA later, they can link those accounts to MyServices by entering their complete SSN or MassHealth ID in MyServices

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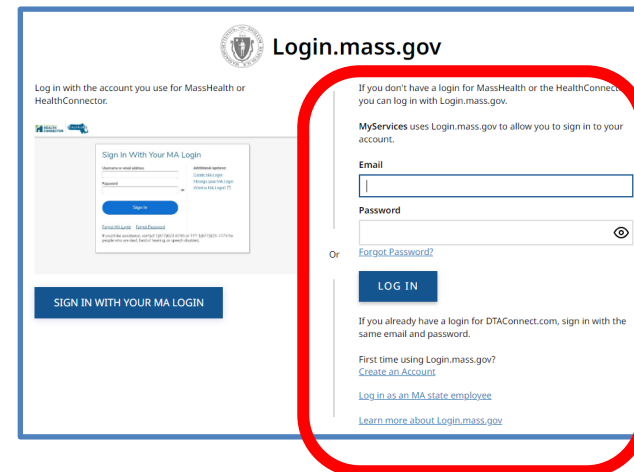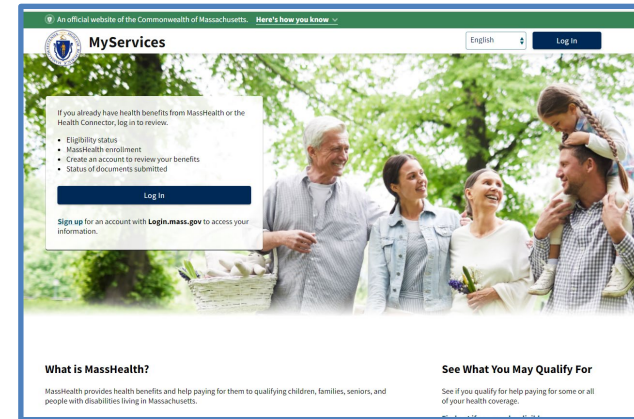
MyServices App and Languages

MassHealth

- Available both on the web and mobile app for <u>Android</u> or <u>iOS</u>

Myservices.mass.gov [17+]
MA Executive Office of Health and Human Services
Designed for iPad

Free

Google Play   Games   **Apps**   Movies & TV   Books   Kids

 Store   Mac   iPad   iPhone   Watch   AirPods   TV & Home   Entertainm

App Store Preview

- **Translated in six languages**: English, Spanish, Brazilian Portuguese, Traditional Chinese, Vietnamese, and Haitian Creole

- Learn more about MyServices at <u>Learn about MyServices | Mass.gov</u>

MyServices: Alerts

- Alerts will be posted on [MyServices (mass.gov)](MyServices) to notify account holders of system maintenance or alerts to provide member's information

- The current Alert notifies members about renewal notices that may not display in MyServices. Even if the member received a renewal envelope, MyServices might not show the renewal due date

  – Members must take an action and complete their renewal when they receive their blue renewal envelope

  – Alert text: Important! Your mail from MassHealth has your most up-to-date renewal information! Some renewal information may not display in MyServices. Even if you received a renewal notice in a blue envelope, MyServices might not show that you have a renewal due. Respond to any mail you have received from MassHealth. Please call MassHealth customer service if you need more information about your renewal

Important! Your mail from MassHealth has your most up-to-date renewal information! Some renewal information may not display in MyServices. Even if you received a renewal notice in a blue envelope, MyServices might not show that you have a renewal due. Respond to any mail you have received from MassHealth. Please call MassHealth customer service (800)841-2900, TTD/TTY: 711, if you need more information about your renewal.

STRENGTHENING MASSHEALTH MEMBER ENGAGEMENT

New MassHealth Member Advisory Committee (MAC)

- Meaningful member engagement is critical to understanding and addressing inequities and eliminating disparities in health and healthcare

- Moving forward, MassHealth intends to strengthen efforts to engage more directly with MassHealth members to:

    - better understand members' experiences with the MassHealth program,

    - learn more about members' priorities, and

    - work together in developing and implementing programs and policies that ultimately improve access to care and health outcomes

New MassHealth Member Advisory Committee (MAC) (continued)

- As part of this work, MassHealth is excited to announce plans to form new Member Advisory Committee (MAC)

- This committee will be made up of current and/or previous MassHealth members, and may also include guardians, family members, or caregivers of current or previous members

- Our goal is for committee membership to reflect the diverse ages, cultural, linguistic, community, racial, ethnic, health, disability, and gender identities, sexual orientations, experiences, geographical communities, and program participation of MassHealth members and their communities

Goals of the Member Advisory Committee

- Provide a stakeholder space that is just for members, where members feel comfortable sharing their ideas, perspectives, policy or program questions, and, if they choose, personal experiences, with MassHealth and each other

- **Build trust between MassHealth and members**

- Promote accountability and transparency

- Provide bi-directional learning opportunities on MassHealth programs and policies, and build MassHealth and member capacity and understanding

- **Provide a direct, equitable pathway** for MassHealth to engage members directly and seek member input on specific questions as may arise

- **Scope:** MassHealth anticipates working together with committee participants to address areas relevant to them rather than just focusing on pre-determined topics

MassHealth Is Seeking An Entity to Help Support Member Engagement Initiatives

- As phase one of these efforts, MassHealth is seeking an organization to help support the initial development and launch of this committee

- This entity will help to ensure that committee membership reflects the full depth and breadth of MassHealth member identities and communities, and that its structure promotes meaningful, bi-directional engagement in a space where diverse participants feel supported, valued, and heard

  - Working with a community-based organization or other experienced entity to create a committee was strongly recommended by stakeholders in response to the Member Engagement Request for Information (RFI) that MassHealth issued

  - At the same time, we anticipate that support from this entity will be time-limited, through the initial launch, to enable MassHealth and the participant members to build direct relationships with one another moving forward

MassHealth Is Seeking An Entity to Help Support Member Engagement Initiatives (continued)

- We also recognize that there is no one-size fits all model to engaging with our membership, and we are seeking additional assistance from this entity to help strengthen opportunities for members to engage with MassHealth along a spectrum of existing and potentially new stakeholder activities across the agency

Next Steps

- MassHealth has released a Request for Responses (RFR) to Provide Support on MassHealth Member Engagement Initiatives (BD-24-1039-EHS01-ASHWA-89778). The RFR can be accessed on CommBuys at: https://www.commbuys.com/bso/external/bidDetail.sdo?docId=BD-24-1039-EHS01-ASHWA-89778&external=true&parentUrl=close, or by logging in at www.commbuys.com

- We anticipate that information about the committee member application process will be released later this year, with the goal of officially launching the committee in the Spring of 2024

- We will also ensure the committee is launched in line with CMS requirements in the recent proposed rule ("Medicaid Program: Ensuring Access to Medicaid Services," 42 CFR 431.12)

Next Steps (continued)

- In addition, MassHealth will continue other existing forums for member and stakeholder input on specific topics, including, e.g., the One Care Implementation Council, the Delivery System Technical Advisory Committee (DSTAC) (formerly DSRIC), a Social Services Integration Workgroup (SSIWG), and the Medical Care Advisory Committee (MCAC)

- We will determine how the Member Advisory Committee will engage with these and other new and continuing stakeholder forums

Thank you!