

## **March 1 Launch of new MassHealth insurance programs --automatic enrollment, know your choices**

MassHealth's reorganization of insurance is effective on March 1, affecting 1.2 Million members. It is time to learn about your choices NOW if you haven't already! MassHealth Innovations' goals are to provide integrated care and reduce unnecessary emergency room visits and hospital stays.

On March 1, a member meeting the criteria below will be placed in one of the four programs: ACO Partnership Plan, Primary Care ACO, MCO (Managed Care Organization), and Fee for Service. Those affected by the change would have received a letter with a green strip on the envelope. They include the following MassHealth members:

- under age 65 years
- NO other health insurance (private or Medicare)
- live in the community
- and in one of these MassHealth plans -- MassHealth CarePlus , MassHealth , CommonHealth, MassHealth Family Assistance, and MassHealth Standard

You are being **automatically enrolled** in one of the programs and your letter would identify you in one of 5 categories:

1. MassHealth A in letter header -- move to an ACO Partnership Plan
2. MassHealth B in letter header -- move to a Primary Care ACO
3. MassHealth C in letter header -- move to MCO admin. ACO
4. MassHealth AE in letter header -- PCP didn't move but current plan not available; if new one not chosen, then auto-assigned
5. MassHealth PSP in letter header -- don't move unless member chooses to

Two key points to keep in mind:

- 1) Please note that **if your primary care doctor (PCP) moves to an ACO, you will be automatically assigned to that ACO.** A potential problem is if your specialist is more important to you than your PCP. In that case, you need to find out if your specialist is in the PCP's program or would join that network. Otherwise you may choose to move to a network where your specialist can see you. You need to contact MassHealth to opt out and choose another option as soon as possible and no later than May 31.
- 2) Please realize that transition between insurance plans MAY mean getting NEW prior approvals for your services; this may take time and you want to act promptly to insure your medications (RX) and durable equipment continues to arrive on time.

We encourage agencies serving people with disabilities to make sure they know about this change. There is only a two month window to change your plan if you don't like your particular insurance program. To learn about the programs and details, download the MassHealth Guide posted on [this page](#)

[MassHealth website](#) and assistance to review or choose plans

[www.MassHealthChoices.com](http://www.MassHealthChoices.com)

Questions?

Contact Customer Service Center 800-841-2900 and general information at [www.Mass.gov/mashealth](http://www.Mass.gov/mashealth)

You can get help from navigators at hospitals and some city offices (e.g., Boston Public Health Commission) if you find that MassHealth customer service or the website is not adequate. MassHealth also is sponsoring in-person events for assistance. These resources are listed below.

**Navigators:**

Call or visit local navigator or certified application counselor or assister by going to: <https://www.mahealthconnector.org/help-center> Many are located at community health centers and hospitals (patient financial counselor offices); some are in city offices such as the Boston Public Health Commission.

**MassHealth Events still pending include:**

March 5, 2018: 1:00 p.m. – 9:00 p.m.

Snow Date: March 19, 2018

State Transportation Building

10 Park Plaza, Boston, MA 02116

March 20, 2018: 2:00 p.m. – 9:00 p.m.

Castle of Knights

1599 Memorial Drive, Chicopee, MA 01020

March 27, 2018: 2:00 p.m. – 9:00 p.m.

Crowne Plaza Hotel

1 West Street, Pittsfield, MA 01201

May 8, 2018: 10 a.m. – 7 p.m.

Fitchburg Senior Center

14 Wallace Ave, Fitchburg, MA 01420

May 12, 2018: 10 a.m. – 7 p.m.

Somerville Holiday Inn

30 Washington Street, Somerville, MA 02146

May 15, 2018: 1 p.m. – 8 p.m.

Brockton Public Library

304 Main Street, Brockton, MA 02301