



Vicky Pulos &lt;vpulos@mlri.org&gt;

---

## Information about COVID-19

1 message

---

**MAhealthconnectorUpdates** <mahealthconnectortraining@state.ma.us>

Fri, Mar 20, 2020 at 3:05 PM

Reply-To: mahealthconnectortraining@state.ma.us

To: vpulos@mlri.org

# Assister Updates

Important News for Certified Assisters in Massachusetts

**March 20, 2020**

Dear Assisters,

We are reaching out to provide important updates about our response to 2019 novel Coronavirus Disease (COVID-19). We thank you for the support you provide individuals to obtain and maintain health coverage especially during this difficult time.

**Effective immediately**, MassHealth will protect coverage for all individuals who have Medicaid 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.

**Members will not lose coverage or have a decrease in benefits for any other reason.**

For individuals who have received notices that their coverage is ending after March 18, 2020, no change in coverage will occur. These individuals do not have to send in any paperwork to keep their coverage, we will take steps to ensure their coverage does not terminate.

## Hospital-Determined Presumptive Eligibility (HPE) Update

MassHealth has further expanded HPE to provide all currently eligible individuals an HPE benefit even if they have had MassHealth or HPE in the previous 12 months. MassHealth will continue to update its guidance on HPE as the situation evolves.

## Questions?



For questions about **MassHealth coverage**, contact MassHealth Customer Service at: 800-841-2900 (TTY: 800-497-4648).

For questions about **Health Connector coverage**, contact Health Connector Customer Service at: 877-623-6765 (TTY: 877- 623-7773).

To apply for MassHealth benefits online, visit the MA Health Connector's website at [www.mahealthconnector.org](http://www.mahealthconnector.org).

MassHealth is committed to working with assisters, providers, plans, and other stakeholders to ensure member needs continue to be met during this time. We thank you for your partnership and vigilance as we work together through the challenges of COVID-19. We will continue to update you on further developments as it relates to the MassHealth program, and encourage you to consult both the [MA Department of Public Health](#) and the [Centers for Disease Control](#) websites for the most up to date information.

MassHealth

	<p><b>Important Links</b> MAHealthconnector.org MassHealth Website Learning Management System</p>	
---	---	---

MassHealth, The Health Connector, Boston, MA 02115

SafeUnsubscribe™ [vpulos@mlri.org](mailto:vpulos@mlri.org)

[Forward this email](#) | [About our service provider](#)

Sent by [mahealthconnectortraining@state.ma.us](mailto:mahealthconnectortraining@state.ma.us) in collaboration with

**Constant Contact** 

Try email marketing for free today!