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## Health Connector Delinquency, Hardship Waivers and Appeal Reminders Related to COVID-19

1 message

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

Wed, Apr 1, 2020 at 12:45 PM

Reply-To: mahealthconnectortraining@state.ma.us

To: vpulos@mlri.org

### Assister Updates

Important News for Certified Assisters in Massachusetts

**April 1, 2020**

Dear Assisters,

### Health Connector Payment Delinquency

Given the extraordinary circumstances of COVID-19, the Health Connector is delaying April terminations for members enrolled in ConnectorCare and Qualified Health Plans with or without premium tax credits, who have an account in delinquent status.

In early April, these members will get an insert with their May invoice describing a Premium Deferral program. As part of that program, they will be asked to indicate if they:

- Need help updating their income to get into a lower cost or \$0 plan
- Are voluntarily leaving coverage and want coverage terminated;
- Are unable to pay now but will repay coverage under an extended repayment plan; or
- They can request a ConnectorCare hardship waiver

If a member wants to participate in this Premium Deferral program, he or she must go to [www.MAhealthconnector.org/deferral-program](http://www.MAhealthconnector.org/deferral-program) (link will be live on 4/3) and opt into the program by Friday, April 17. Members will need their account information and other details to complete the short webform for the deferral program.

Note: This program is limited to Health Connector members who are in delinquency status only. The Health Connector is not currently providing this option to all members.

### Health Connector Hardship Waivers

The Health Connector has an existing premium hardship waiver for ConnectorCare members.

In order to receive a waiver or reduction of premiums, members must meet one or more of the outlined criteria in order to be granted a waiver. To review the policy and the criteria go

to:

<https://www.mahealthconnector.org/wp-content/uploads/NG-17-Waiver-or-Reduction-of-Premium.pdf>



## Health Connector Appeals

The fastest way to file an appeal with the Health Connector during this time is through the website. Members can log into their account and file an on-line appeal. Members should first make sure their application is up to date before filing an appeal.

At this time the appeals team is retrieving mail from the post office, but if the post office closes, they will not be able have access to mailed appeal requests.

If you are working with a consumer who needs to file an appeal and does not have access to their online account, please direct them to the Health Connector's customer service team and they will be able to assist them in completing the appeals form.

The Health Connector

	<p><b>Important Links</b> MAHealthconnector.org MassHealth Website Learning Management System</p>	
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MassHealth, The Health Connector, Boston, MA 02115

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