



Massachusetts Health Care Training Forum

NOTICE

Health Connector Closing Walk-In Centers



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The Massachusetts Health Connector will be closing its three customer service walk-in centers during the first half of 2025. These closures come as part of an effort to streamline services and expand access to other free and local options. The last day of operation for each location is listed below:

- Springfield (88 Industrial Ave.), March 28
- Worcester (146 Main St.), May 23
- [Boston \(133 Portland St.\)](#), June 27



Although these changes mean these locations will no longer provide in-person assistance, the Health Connector is dedicated to ensuring members continue to have access to the support they need.

Alternatives to Health Connector walk-in centers are available, with in-person assistance at Navigator organizations across the state, including in the communities where walk-in centers are closing.

Navigator organizations are an excellent resource for free, in-person help. Navigators are trained experts who can help apply for insurance, compare plans, update accounts, and can advise members on making a payment. Area Navigators can be found on the [Health Connector website](#).

Along with providing enrollment support and helping update account information for members, the walk-in centers most frequently help members make payment and accept verification documents. The Health Connector's website provides options and detail on both [payment options](#) and [providing documentation](#).

The Health Connector's customer service team is available by phone at 1-877-MA ENROLL (1-877-623-6765) or TTY: 711 for people who are deaf, hard of hearing, or speech disabled, and can help members with any necessary services.

We are committed to making this transition as seamless as possible and ensuring that all members have access to the support they need.

The Health Connector