

Health Insurance Processing Center
P.O. Box 4405
Taunton, MA 02780-0968

Commonwealth of Massachusetts
Executive Office of Health and Human Services

You can get this information large print and Braille. Call 1-800-841-2900 from Monday through Friday, 8:00 A.M. to 5:00 P.M. (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled).



JOHN SMITH
44 MAIN ST APT 66
BOSTON, MA 02210 2031

NOTE: The effective date for coverage will depend on how an individual submitted an application. If a paper application was submitted, coverage will be effective on the 1st of the month the application was received by MassHealth. If an online application was submitted, coverage will be effective on the 1st of the month the application was submitted.

This note is for informational purposes only and will not appear on a member's actual notice.

Date: **[DATE OF NOTICE]**

Application ID: 4781

MH-37-COVERAGE

Member ID: 4781

You will have limited temporary health coverage for emergency services beginning [see note], until your application is processed.

Dear DEVIN SMITH,

You applied through MA HealthConnector.org or sent a paper application for new health insurance coverage. We are still processing your application. **Because of this, as of [see note], you will automatically be enrolled in limited temporary health insurance coverage for emergency services.** The Health Safety Net (HSN) may also pay for certain non-emergency services you get at Massachusetts acute hospitals and community health centers.

Your temporary coverage is limited because you indicated on your application that you do not have an immigration status that allows you to have full coverage. **If you are pregnant, you can get full temporary coverage. Please call the telephone number at the top of this letter if you are pregnant to get more services.**

This limited temporary coverage will continue to be available to you until at least December 31, 2014, unless we are able to make a final decision on your application

Please turn page over

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As you may already know, our new website has not been performing the way that it was intended to. This has caused extreme difficulties in our ability to process applications and complete enrollments. We apologize for the delay in your enrollment in new coverage, and for any inconvenience you may have experienced because of this. We are currently working to fix the systems that are necessary to make a final determination on your application. After we fix these systems, you will get another notice in the mail letting you know our final decision on your application. Because we are currently not able to process your application, you will have limited temporary coverage in the meantime. Please keep reading for more information about your limited temporary health coverage.

Your limited temporary coverage

You can use this letter as proof of coverage when you go to get health care services—the same way that you would use a health insurance card. Bring this letter with you and show it when you go to a health care provider, including a doctor, hospital, or pharmacy.

Your temporary Member ID number is: 4781

Here is what you need to know about your limited temporary health coverage:

Your limited temporary health coverage pays for emergency medical services. This includes emergency treatment for cancer and emergency care for all other conditions including labor and delivery. Organ transplants are not covered.

The Health Safety Net may pay for some non-emergency services from Massachusetts hospitals and community health centers. The Health Safety Net is not insurance. You may be charged co-pays. Ask your health-care provider what the Health Safety Net can pay for. For more information about the Health Safety Net, call 1-877-910-2100.

If you paid a MassHealth participating provider (including a pharmacy) out of pocket for a covered emergency service (see attached Summary of Benefits) before you received this letter but after January 01,2014, then the provider is required to reimburse you.

Questions?

If you have questions or need more information please call the telephone number at the top of this letter. You can also visit MAhealthconnector.org for more information.

We apologize for the delay in processing your application. Please know that we are working hard to process your application and determine your eligibility. You will be covered through these temporary health insurance benefits until that process is complete.

Thank you,
MassHealth and Massachusetts Health Connector

Frequently Asked Questions (FAQs)

What do I need to show a provider in order to get health care services?

You can use this letter about your limited temporary coverage as proof of coverage when you go to get emergency health care services or Health Safety Net services from at a Massachusetts acute hospital or community health center, the same way that you would use a health insurance card. Bring the letter with you and show it when you go to a health care provider, including a doctor, hospital, or pharmacy. Make sure to show the provider your temporary Member ID, at the top of the page. They can find your information in their system by referencing this number.

What if my doctor doesn't take MassHealth?

You must get services from a provider in the MassHealth network in order for your care to be covered by your limited temporary coverage. MassHealth has an extensive network of participating providers including all of the hospitals in Massachusetts, thousands of physicians who provide primary care and specialty services, and a statewide network of pharmacies. To find out if your provider accepts MassHealth, ask your provider or call Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled). If your provider does not accept MassHealth, Customer Service can help you find a provider near you. If you see a provider who is not in this network, you may have to pay for those services out of pocket. The Health Safety Net may pay for certain services not covered by limited temporary coverage only if those services are provided at Massachusetts acute hospitals and community health centers.

Do I have to pay for this temporary coverage?

You do not have to pay any monthly premium for this coverage. However, you may have to pay small co-payments, such as for prescription medications. The co-pay for most medications is \$3.65. Some generic medications have a co-pay of \$1.00. If you are pregnant or under age 21 you do not have to pay any co-pays. Other exceptions may apply. Check with your pharmacy or call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled) for more information.

Do I need to check on my application status?

No, we will send you another notice in the mail once we are able to process your application. In the meantime, you will continue to have temporary coverage.

What if I have questions?

If you have questions or need more information about your temporary coverage, please call **1-800-841-2900** or **TTY: 1-800-497-4648** if you are deaf, hard of hearing or speech disabled for more information.

Summary of Benefits for Temporary Coverage

This is a summary of covered services and benefits for individuals receiving temporary coverage while their applications for health insurance coverage through the Health Connector or MassHealth are processed. Please keep in mind that this summary is for your general information only. Your temporary coverage will pay for medically necessary services. Some services have limits, and some services may require prior authorization. For more information, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled).

You can get care only for medical emergencies (conditions that could cause serious harm if not treated):

- Inpatient hospital emergency services including labor and delivery
- Outpatient hospital emergency services
- Emergency visits to emergency rooms
- Certain services provided by doctors and clinics outside of a hospital
- Pharmacy services used to treat an emergency medical condition
- Ambulance transportation for an emergency medical condition

Note: The Health Safety Net may be able to pay for certain additional services when services are received at Massachusetts acute hospitals and community health centers.