

Part 8

Additional Resources

The Massachusetts Health Connector Authority

Health Connector Main Website: <https://www.mahealthconnector.org>

Health Connector Help Center webpage (Hours and locations of walk-in centers; name, telephone & website of Navigator organizations, link to site where you can enter zip code and find Navigator or certified application counselor near you)
<https://www.mahealthconnector.org/help-center/health-connector-walk-in-centers>

Health Connector Administrative Offices

100 City Hall Plaza
Boston, MA 02108
617-933-3030

Health Connector Customer Service: 1-877-MA ENROLL (877-623-6765)

Health Connector Walk-In Center Locations

Boston

133 Portland Street
Boston, MA 02114

Brockton

63 Main Street
Brockton, MA 02301

Springfield

88 Industry Avenue
Springfield, MA 01104

Worcester

146 Main Street
Worcester, MA 01608

Health Connector Appeals Unit
P.O.Box 960189
Boston, MA 02196
617-933-3164

Website for contacting the Health Connector Ombudsman Office
<https://www.mahealthconnector.org/about/contact#contact-ombudsman>

Health Connector website with information and links for all plans
<https://www.mahealthconnector.org/learn/plan-information/health-dental-insurance-carriers>

All the carriers offering ConnectorCare plans also offer other insurance plans. Check that the information on the carrier's website applies to its ConnectorCare plans.

ConnectorCare Health Plan (2019)

AllWays Health Partners Complete HMO ConnectorCare 0/0 (Plan Type 1) ; Complete ConnectorCare 10/18 (Plan Type 2); Complete HMO ConnectorCare 15/22 (Plan Type 3)
https://www.allwayshealthpartners.org/explore-plans/you-and-your-family/connector#_panel1
Customer Service: 866-414-5533

Boston Medical Center HealthNet Plan, ConnectorCare I, II, and III
<https://www.bmchp.org/I-Am-A/Member/Documents-and-Forms/Benefit-Documents>
Customer Service: 855-833-8120

Fallon Health, Community Care Network HMO ConnectorCare Wrap Type I, II and III
<https://www.fchp.org/plandocs>
Customer Service: 800-868-5200

Health New England, HMO ConnectorCare 1, 2 and 3
<http://healthnewengland.org/2019-Connector-Plans>
Customer Service: 413-787-4004
Toll-free: 800-310-2835

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Tufts Health Plan Direct, ConnectorCare Plans I, II, and III

<https://tuftshealthplan.com/explore-our-plans/tufts-health-direct>

Customer Service for Tufts Health Direct Members: 888-257-1985

MassHealth

MassHealth Customer Service: 800-841-2900

MassHealth website: mass.gov/masshealth

MassHealth Training Forum (MTF) website: <https://www.masshealthmtf.org/>

State Organization Websites

Legal Resource Finder website to locate free legal services nearby:

<https://www.masslegalservices.org/FindLegalAid>

Masslegalservices.org (information for advocates)

Masslegalhelp.org (information for consumers)

Health Care for All (HCFA) website: hcfama.org

HCFA Help Line: 800-272-4232 (617-350-7279)

SHINE (Serving the Health Information Needs for Everyone)

<https://www.mass.gov/health-insurance-counseling>

To schedule an appointment call (800) 243-4636. Press 3 or press 5 if calling from cell phone to be connected with your local SHINE counselor.

Low-income tax clinics

Low income taxpayer clinics (LITC) offer free help with tax problems for people with income under 250% of the federal poverty level.

Greater Boston Legal Services Low Income Tax Clinic

Address: 197 Friend Street, Boston, MA 02114

Phone: (800)323-3205; (617)371-1234

Website:

<https://www.gbls.org/our-work/employment/employment-direct-client-services>

Legal Services Center of Harvard Law School LTC

Address: 122 Boylston Street, Jamaica Plain, MA 02130

Phone: (866)738-8081; (617)522-3003

Website:

<http://www.legalservicescenter.org/about-the-legal-services-center/our-clinics/>

Springfield Partners LTC

Address: 721 State Street, Springfield, MA 01109

Phone: (413)263-6500

Website: <http://www.springfieldpartnersinc.com/whatwedo/litc/>

Bentley University Low Income Taxpayer Clinic

Address: 175 Forest Street, MOR 133, Waltham, MA 02452

Phone: (800)273, 9494; (781)891-2083 (intake phone number)

National Organization Websites

Center on Budget and Policy Priorities, Beyond the Basics website

<https://www.healthreformbeyondthebasics.org/>

The Health Care Assistants Guide to Tax Rules,

<http://www.healthreformbeyondthebasics.org/wp-content/uploads/2014/07/The-Health-Care-Assister-Guide-to-Tax-Rules.pdf>

National Health Law Program (NHelp), Advocates' Guide to MAGI (2018)

<https://healthlaw.org/resource/advocates-guide-to-magi-updated-guide-for-2018/>