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Field Operations Memo 97-63
November 10, 1997

To: Transitional Assistance Office Staff

From: Joyce Sampson
Assistant Commissioner for Field Operations

Re: MassHealth Pamphlets and Booklets

Background

In July 1997, the Division of Medical Assistance (DMA) implemented Health Care Reform. This included an expansion of MassHealth coverage by establishing specific "coverage types" of MassHealth.

- TAFDC recipients and EAEDC families are covered by MassHealth **Standard**, and
- EAEDC individuals are covered by MassHealth **Basic**.

Note: Field Operations Memo 97-35A provides a chart showing the coverage type and the individuals or groups of individuals who are categorically eligible for each coverage type.

DMA developed both a booklet and a pamphlet for recipients explaining the new MassHealth coverage types.

MassHealth
Facts
and
MassHealth
Member
Booklets

The pamphlet, titled *MassHealth Facts*, answers general questions about the various MassHealth coverage types and income requirements.

The member booklet, titled *MassHealth*, describes details about the MassHealth coverage types, how to apply for MassHealth, and other information such as how DMA will use a recipient's social security number.

**Worker
Respon-
sibilities**

A supply of the *MassHealth Facts* must be placed in the reception areas of the Transitional Assistance Offices (TAOs) and be available to anyone who requests a copy.

Workers must give a copy of the *MassHealth* member booklet to each Transitional Assistance (TAFDC) and EAEDC applicant and recipient. This should be done at the application interview, the eligibility review, or whenever a recipient comes into the TAO for a case maintenance activity.

As you work toward helping recipients transition from welfare to work, you must be able to provide them with information about transitional services. Remember, one of a recipient's greatest concerns is the loss of medical benefits when his or her case is closed. Workers should be familiar with the MassHealth coverage types and the information in the pamphlets and member booklets and be able to discuss a recipient's concerns about health care and coverage types.

**Supply of
*MassHealth
Facts* and
*MassHealth
Member
Booklets***

An initial supply, in both English and Spanish, of the *MassHealth Facts* and the *MassHealth* member booklets will be sent to the TAOs.

Additional supplies may be ordered from Printing and Distribution in the usual manner.

Note: DMA plans to make the *MassHealth* member booklets available in seven other languages in the near future.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at (617) 348-8478.

If workers have questions about the MassHealth coverage types, please have the Hotline designee call Unisys at (617) 628-4141 or toll-free at 1-800-325-5231.

If recipients have questions, refer them to the toll-free numbers listed in the *MassHealth Facts* and *MassHealth* member booklets.
