



Commonwealth of Massachusetts
Executive Office of Health and Human Services
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Field Operations Memo 2008-36
July 1, 2008

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: NewMMIS – New MassHealth Cards: Returned Mail

Purpose of Memo

Field Operations Memo 2008-29 informed TAO staff about the mailing of new MassHealth cards beginning in July and continuing through September. This Field Operations Memo transmits procedures for processing these MassHealth cards that are returned in the mail.

New MassHealth Cards: Returned Mail

The new MassHealth cards will be mailed in envelopes that have the TAO return address. If the new MassHealth card is returned to the TAO as undeliverable, the card must be held at the TAO for thirty days from the date of the card return. The envelope must be date stamped by clerical staff and kept in a secure location.

If a client calls asking if the new MassHealth card was returned to the TAO, the case worker must check to determine if it was, verify the client's address and re-mail the new MassHealth card to the client. If the client has moved, update BEACON and mail a Verification Checklist (VC-1) to the new address requesting the appropriate verification(s). Once verifications are received, update BEACON with the appropriate information. See Field Operations Memo 2008-22 for returned mail procedures. In addition, the client has the option of coming to the TAO to pick up the card.

If the card is not claimed after 30 days, the card must be shredded and disposed of. If a client needs a replacement card, follow established procedures for issuing a replacement MassHealth card.

Questions

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