



Commonwealth of Massachusetts
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Field Operations Memo 2008-57
November 6, 2008

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: NewMMIS Frequently Asked Questions (FAQs)

Overview

Field Operations Memo 2008-51 told TAO staff that NewMMIS MassHealth cards would be mailed beginning Friday, October 3rd. The Field Operations Memo also gave TAO staff procedures for replacing these cards and issuing temporary MassHealth cards.

This Field Operations Memo answers questions that have arisen as a result of clients receiving these new MassHealth cards.

Frequently Asked Questions

Who is getting a new card?

Clients who were eligible for MassHealth coverage on or before September 21, 2008 and whose coverage type requires that a MassHealth card be issued (see Field Operations Memo 2008-51) will receive a card. However, clients who lose MassHealth eligibility after September 21, 2008 and have not yet received a new card, will receive their card mid to late-December or early January 2009.

Does this new MassHealth card replace the card the client has with his or her Managed Care Organization (MCO)?

This card only replaces a previous MassHealth card. It does not replace the card a client has received from his or her MCO.

A client loses his or her new card. How soon will a replacement be issued?

Replacement requests to replace a recently issued new card with no name or address changes will be reissued within 5-7 business days.

**Frequently
Asked Questions
(continued)**

Can a client request a card to be used by his or her school or by his or her guardian?

MassHealth issues one card per client and sends that card to the head of household. If other parties are requesting a copy of the card, a photocopy of the card should be made.

The client's new card has his or her name misspelled. How does the client get a new card?

If a client indicates the name on the new card is misspelled, there are two options:

Option one: If possible, the client can continue to utilize the new card with the misspelled name. The spelling of the client's name should not impact his or her ability to access services. The client ID# will be correct.

Option two: If the client requests that a corrected card be sent prior to January 2009, follow the special instructions below for the REVS Card Inquiry/Update Screen to request an **old** card with the corrected name, as it is not possible to re-issue a new card with a different spelling of the name until NewMMIS implementation. The client will automatically receive a new card with the corrected name upon NewMMIS implementation in January 2009.

Access the REVS Card Inquiry/Update screen and enter the client's NewMMIS ID. To indicate that an old MassHealth card should be sent out, based on the name and address in MMIS and REVS, enter the following values at the bottom of the CA Inquiry/Update Screen:

Card Replacement	X
Card Replacement Reason	Q
Invalidate Card	X
Invalidate Card Reason	Q

The client will not get another new MassHealth card until NewMMIS is implemented in January 2009 with their corrected name.

Important: Case managers should ensure that the client's name is correct on BEACON to ensure that the client receives a corrected MassHealth card.

**Frequently
Asked Questions
(continued)**

The client has not received his or her new card because the client's address changed after September 20th. The card must be lost in the mail. Can a new card be mailed to the client's new address?

If a client has recently changed addresses and has provided a forwarding address to the Post Office, the MassHealth card will be forwarded to the new address. If the client has not provided a forwarding address to the Post Office, a new card cannot be resent to an updated address until the implementation of NewMMIS in January 2009. The client may request a new card at that time.

If the client requires a replacement card prior to NewMMIS implementation in January, a replacement of an old card may be requested using the special directions below.

Access the REVS Card Inquiry/Update screen and enter the client's NewMMIS ID. Then to indicate that an old MassHealth card should be sent out, based on the name and address in MMIS and REVS, enter the following values at the bottom of the CA Inquiry/Update Screen:

Card Replacement	X
Card Replacement Reason	Q
Invalidate Card	X
Invalidate Card Reason	Q

The client will not receive another new MassHealth card until the new system is implemented in January 2009 sent to their updated address.

Important: Case managers should ensure that the client's address is correct on BEACON to ensure that the client gets the new MassHealth card.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.
