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## MassHealth and COVID-19 UPDATES

1 message

**MAhealthconnectorUpdates** <mahealthconnectortraining@state.ma.us>

Fri, May 8, 2020 at 4:25 PM

Reply-To: mahealthconnectortraining@state.ma.us

To: vpulos@mlri.org

### Assister Updates

Important News for Certified Assisters in Massachusetts

**May 8, 2020**

#### MassHealth Self-Attestation for Eligibility Factors Update

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#### One-Time and Recurring Deductible Hardship Waiver for MassHealth Standard and CommonHealth

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We are reaching out to provide important updates about our response to 2019 Novel Coronavirus Disease (COVID-19). We thank you for the support you provide individuals to obtain and maintain health coverage especially during this difficult time.

## MassHealth's Self-Attestation for Eligibility Factors Update

During the COVID-19 outbreak national emergency and through the end of the month in which this emergency period ends, MassHealth will accept self-attestation for certain eligibility requests if a member is not able to send the proofs to MassHealth by the due date on the letter received.

MassHealth will accept self-attestation for the following eligibility requests:

- Massachusetts Residency
- Disability Status
- Proof of Income
- Assets
- Relationship
- Access to health insurance
- Pregnancy
- Breast and cervical cancer diagnosis and/or treatment
- HIV status

MassHealth will continue to data match to verify eligibility factors. Individuals may still receive Request for Information (RFI/VC-1) notices when they apply, renew their application, or report a change. Self-attestation will only be accepted if MassHealth is unable to electronically data match, and if documentation is not readily accessible for the member or applicant to submit.

## Disability Status

If an applicant or member indicates they have an injury, illness or disability that has lasted, or is expected to last, for at least 12 months, they may contact Disability Evaluation Services (DES) to expedite the decision process. Disability Evaluation Services (DES) will process the disability self-attestations. Contact DES at (833) 517-0250, TTY: (866) 693-1390.

## Citizenship and Immigration

**MassHealth CANNOT accept self-attestation for proof of citizenship or immigration status.**

If a member or applicant receives a letter requesting proof of citizenship and immigration, the member or applicant must follow the instructions on the letter received to get verification documentation to MassHealth within the timeframe requested.

### **Reasonable Opportunity:**

MassHealth provides all applicants and members a reasonable opportunity period to provide satisfactory documentary evidence of citizenship and identity or immigration status if MassHealth's electronic data matches are unable to verify the applicant's citizenship or immigration status. Applicants or members who have made a good faith effort to resolve inconsistencies or obtain verification of citizenship and identity or immigration status may receive a 90-day extension.

*Note*, this is available to all MassHealth members and applicants.

## Clinical Assessments

Self-attestation for clinical assessments necessary to establish eligibility for Home and Community Based Services Waiver Program, the Program of All-inclusive Care for the Elderly (PACE), and Nursing Facility Care (Long-Term Care) **will not be accepted at this time.**

## How Applicants and Members Can Self-Attest

Applicants and members can self-attest to eligibility factors verbally, or through a written attestation.

### **Verbal Attestations**

Assisters may call the MassHealth Assister line with the applicant or member and record verbal attestation.

### **Written Attestations**

A self-attestation form is available on <https://www.mass.gov/info-details/covid-19-emergency-related-waivers-for-members-and-applicants> for applicants and members to use. They are not required to use this document to provide written self-attestation. Written attestations not using the available form, must include the following information: a member's name, date, signature, social security number or MassHealth ID number, and the information that they are self-attesting to.

**Submit written self-attestations in one of the following ways:**

- **MAhealthconnector.org: Document Upload** is available to applicants and members younger than age 65.
- With the applicant or member's consent, Assisters may support the submission of the self-attestation form using Document Upload. Assisters must type in the signature field to document the consent as follows: **"/s/ Assister name, a certified**

application counselor at [provider location] signing on behalf of the applicant individual's name based on verbal consent from the applicant provided to me via phone on (xx/xx/2020) at (timestamp) because due to COVID-19, the applicant is not able to provide a physical signature and further is not able to send an email to me indicating consent."

- Upload documents using the dropdown option:

#### MassHealth - Self-Attestation Form (SAF-CVD) and Retro Eligibility Request

- **Fax:** Health Insurance Processing Center at 857-323-8300
- **Or mail to:**

Health Insurance Processing Center  
PO BOX 4405  
Taunton, MA 02180

*Important to note:* Individuals that self-attest will need to submit documentation to verify any eligibility factors that were self-attested to, following the emergency period.

## One-Time and Recurring Deductible Hardship Waiver for MassHealth Standard and CommonHealth

In response to the current Coronavirus Disease 2019 (COVID-19) national emergency, MassHealth has developed a temporary income deductible hardship waiver process for individuals who have been assessed either a one-time or recurring deductible to establish eligibility for MassHealth. The hardship waiver enables an individual to gain access to coverage as MassHealth is temporarily disregarding the deductible.

### How an Individual Can Apply for a Hardship Waiver

Assisters can support an individual's request of the hardship waiver in one of the following ways:

- Assisters may call the MassHealth Assister line with the applicant or member and record verbal attestation that they would like to request a waiver of the deductible. MassHealth will accept self-attestation of hardship.
- Submitting to MassHealth the **"Application for Temporary Hardship Waiver of MassHealth Income Deductible"** found online at <https://www.mass.gov/info-details/covid-19-emergency-related-waivers-for-members-and-applicants>
  - Submit the completed form in one of the following ways:
    - Using the **Document Upload** feature in [Mahealthconnector.org](https://mahealthconnector.org) Individuals under the age of 65, with an existing [Mahealthconnector.org](https://mahealthconnector.org) account, may submit using the Document Upload feature. With the applicant or member's consent, Assisters may support the submission of the **"Application for Temporary Hardship Waiver of MassHealth Income Deductible"** form using Document Upload. Assisters must type in the signature field to document the consent as follows: **"/s/ Assister name, a certified application counselor at [provider location] signing on behalf of the applicant individual's name based on verbal consent from the applicant provided to me via phone on (xx/xx/2020) at (timestamp) because due to COVID-19, the applicant is not able to provide a physical signature and further is not able to send an email to me indicating consent."**
      - Documents should be uploaded under the **MassHealth - Temporary Hardship Waiver Application (THWA)** dropdown



- **Fax** to (857) 323-8300
- **Or mail** it to:

Commonwealth of Massachusetts  
Health Insurance Processing Center  
P.O. BOX 4405  
Taunton, MA 02780

Upon request, MassHealth will protect benefits for the individual into MassHealth Standard or CommonHealth as appropriate. These benefits will be provided for the duration of the individual's six-month deductible period, or for the duration of the COVID-19 outbreak national emergency and through the end of the month in which the national emergency period ends, whichever is later.

Upon the end of the national emergency, MassHealth will re-determine an individual's eligibility and they will receive a new notice with information about continued eligibility for MassHealth.

MassHealth

	<p><b>Important Links</b> MAHealthconnector.org MassHealth Website Learning Management System</p>	
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MassHealth, The Health Connector, Boston, MA 02115

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