

## Support Information for Navigators and Certified Application Counselors

### Telephone Support

Customer Service	Number	Reason for Call
MassHealth Customer Service (Maximus)	1-800-841-2900	<ul style="list-style-type: none"> <li>Apply for individual (non-group) coverage over the phone</li> <li>Ask about the status of an existing (subsidized) application</li> <li>Report a change to an existing online or paper (subsidized) application</li> <li>Report a technical problem with HIX</li> </ul>
Health Connector Customer Service (Dell)	1-877-623-6765	<ul style="list-style-type: none"> <li>Apply for (subsidized or unsubsidized) individual (non-group) medical and dental coverage over the phone</li> <li>Ask about the status of an existing online or paper application</li> <li>Report a change to an existing online application (subsidized or unsubsidized)</li> <li>Ask about enrollment status</li> <li>Report a technical problem with HIX</li> <li>Assistance with password or login issues on HIX</li> </ul>
EHS Help Desk (Virtual Gateway Help)	1-800-421-0938	<ul style="list-style-type: none"> <li>For HIX users who are having password or login issues on HIX</li> </ul>
MassHealth Enrollment Centers (MEC)	1-888-665-9993	<ul style="list-style-type: none"> <li>Questions about eligibility for subsidized coverage</li> <li>Ask about the status of an existing subsidized application</li> <li>Report a change to an existing subsidized paper application</li> </ul>
No Wrong Door #	1-855-624-4584	<ul style="list-style-type: none"> <li>Self-service phone system that routes a caller to either MassHealth Customer Service or Health Connector Customer Service. This system is for the individual who is not sure how to start the process of applying for coverage.</li> <li>Answer questions about temporary coverage</li> </ul>

## Fax, Mail, and Walk-in

<p>All new paper applications for <b>subsidized</b> health coverage (assistance with paying), including Health Connector (ConnectorCare plans and those seeking premium tax credits), MassHealth or HSN coverage</p>	<p><b>Subsidized</b> applications should be sent to:  <b>Health Insurance Processing Center</b>  P.O. Box 4405  Taunton, MA 02780  Fax: 617-887-8770</p>
<p>All new paper applications for <b>unsubsidized</b> (no assistance paying) health insurance through the Health Connector</p>	<p><b>Unsubsidized</b> applications should be sent to:  <b>Massachusetts Health Connector</b>  133 Portland Street, 1st Floor  Boston, MA 02114-1707  Fax: to 877-623-2155</p>
<p><b>MassHealth Long Term Care</b> applications and <b>Supplement A + Buy In</b> applications</p>	<p>These applications should be sent to:  <b>Central Processing Unit</b>  P.O. Box 290794  Charlestown, MA 02129  Fax: 617-887-8799</p>
<p><b>Identity Proofing</b> documentation is requested if an applicant fails identity proofing process through MAhealthconnector.org. The applicant will need to submit proof of identity by <b>mailing or walking</b> in a copy of one of the following documents:</p> <ul style="list-style-type: none"> <li>• Driver’s license</li> <li>• School identification card</li> <li>• Voter registration card</li> <li>• U.S. military card or draft record</li> <li>• Identification card issued by the federal, state, or local government, including a U.S. passport or a Massachusetts ID (also known as a Mass Liquor ID)</li> <li>• Military dependent’s identification card</li> <li>• Native American Tribal document</li> <li>• U.S. Coast Guard Merchant Mariner card</li> </ul> <p>If the applicant states that they don’t have any of the identity proofs above, they also can submit copies of any TWO of the following:</p> <ul style="list-style-type: none"> <li>• birth certificate</li> <li>• Social Security card</li> <li>• marriage certificate</li> <li>• divorce decree</li> <li>• employer identification card</li> <li>• high school or college diploma (including high school equivalency diplomas)</li> <li>• property deed or title</li> </ul>	<p><b>ID Proofing documents can be mailed to:</b></p> <p><b>Commonwealth Connector</b>  133 Portland Street  Boston MA 02114</p> <p>Once their documentation is verified, the applicant will receive a phone call and be able to continue with the application. If you mail the documents, you should allow 3-5 business days for mail and processing. The Customer Service Center will phone the applicant once they have processed the document(s).</p> <p>Documents can be walked-in to:</p> <p><b>Boston Location</b>  133 Portland Street  Boston MA 02114</p> <p><b>Worcester Location</b>  146 Main Street  Suite 201/202  Worcester, MA 01608</p>

<b>Request for Documentation or Information</b>	Always mail or fax verifications to the address or fax on the letter requesting the verifications. If you are not sure where to fax or mail, contact MassHealth Customer Service at 800-841-2900.
<b>MassHealth Payments</b> Remember to always include account number on check.	Commonwealth of Massachusetts MassHealth Lockbox PO Box 414745 Boston, MA 02241-4745
<b>Health Connector Payments</b>  <b>Reminders:</b> <ul style="list-style-type: none"> <li>• Always include your payment coupon with your payment</li> <li>• Do not send cash</li> <li>• Write your Account Number, the first and last name of the person who is enrolling into coverage and the health plan name that they have selected on the check or money order</li> <li>• Confirm the payment amount matches the amount that is due</li> <li>• Make checks payable to: Health Connector</li> </ul>	HEALTH CONNECTOR PO Box 970008 Boston, MA 02297-0008

**The faxing protocol is as follows:**

Each Navigator or Certified Application Counselor organization should use the new, two-page Health Coverage Mail/Fax Cover Sheet when faxing applications or verifications. Fax cover sheets should contain as much information from the sender as possible. Documents should not be faxed without a cover sheet. One two-page cover sheet should be used per household and the order of the documents to fax should be as follows:

1. Health Coverage Mail/Fax two-page Cover Sheet
2. Applicable Designation form(s) (NDF, CDF, PSI, ARD)
3. Application/Verification

Important Reminders: Do NOT photocopy the cover sheet containing the barcode. For barcodes to work, the sheet with the barcode must be original, not a copy. Use a separate two-page cover sheet for each household. Do NOT use the same two-page cover sheet to send items for more than one household. Be sure to fax BOTH sides of any double-sided documents. If you are sending this after receiving a notice from the state, send the requested items to the fax number or post office box that appears on the notice. *Following this protocol will ensure that all documents will get correctly scanned as one file per household.*

## System Support

System Name	Available through	What you are able to do
Eligibility Verification System (EVS)	POSC	Continues to be available to MassHealth providers who already use it and MMIS/POSC. It is updated with members' coverage type (including temporary coverage and "mapped" members) and managed care enrollment
My Account Page (MAP)	Virtual Gateway	My Account Page (MAP) remains available and works the same way for populations you have always used it for. <i>Note: Work is underway to provide the same or similar information in MAP about individuals and families who applied for ACA post-1/1 coverage.</i>

## Additional Web Resources

- [MAhealthconnector.org](http://MAhealthconnector.org)
- [bettermahealthconnector.org](http://bettermahealthconnector.org)
- [Mass.gov/MassHealth](http://Mass.gov/MassHealth)
- [masshealthmtf.org](http://masshealthmtf.org)