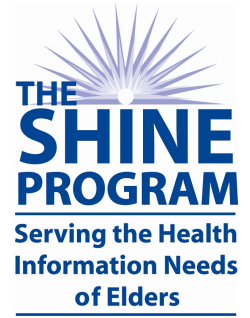


MassHealth Troubleshooter



Date:

Member Name:

Date of birth:

Gender: Female
 Male

MassHealth ID number:

Household gross monthly income:

Total household countable assets:

Current MassHealth benefit:

Expected MassHealth benefit:

Is there a current information request in My Accounts Page? Yes
 No

If "yes", what is being requested?

Are there pending documents in My Accounts Page? Yes
 No

If "yes", what are they?

Is there an urgent medical need? Yes No Is a processing delay preventing the member from receiving prescription drugs? Yes No

Is anyone else currently assisting the client with this issue? Yes No
(e.g., MEC staff, Constituent Services staff, hospital or clinic staff, etc.)

If "yes", who?

Explain the issue below: