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PI-23-06

PROGRAM INSTRUCTION

TO: Aging Service Access Points Executive Directors

FROM: Lynn C. Vidler, Senior Director, Operations and Policy of Home Care Programs
Amanda Bernardo, Chief of Staff and Chief Strategy Officer

DATE: June 1, 2023

RE: MassHealth Member Eligibility Redetermination Data Sharing for Home Care Program Consumers

Purpose:

This Program Instruction (PI) identifies the process and expectations for sharing MassHealth member redetermination data for consumers enrolled in an EOE Home Care Program provided by an Aging Services Access Point (ASAP).

Background and Implications:

Due to the end of the federal government's continuous coverage requirements on April 1, 2023, MassHealth has returned to their regular eligibility [renewal processes, referred to as redetermination](#). MassHealth renews all members' health coverage to ensure that members qualify for their current benefit. MassHealth renewals will take place over 12 months, from April 2023 to April 2024. This means that members could get their renewal forms in the mail at any time during this one-year period. For more information on the MassHealth Eligibility Renewal process visit mass.gov/masshealthrenew.

To support Home Care Program Consumers who are MassHealth members with eligibility renewals, MassHealth will share redetermination data on these members with the Consumer's ASAP.

MassHealth Member Eligibility Redetermination data will be shared as follows:

1. ASAPs will designate and communicate with EOEA and MassHealth the names of one to two ASAP employees who will act as contacts to receive MassHealth redetermination data.
2. MassHealth will share the eligibility renewal data via e-mail with a SharePoint secure file weekly to the identified ASAP employees and include a link to a folder where an Excel file can be downloaded of Home Care Program Consumers.

MassHealth Eligibility Redetermination Data Information:

- The data will include the following information regarding Home Care Program consumers who are MassHealth members:
 - Notice Type (Renewal, Termination, Request for Information)
 - Consumer Information
 - Consumer Name (First, Last)
 - Consumer Date of Birth
 - Consumer A&D ID
 - Consumer Home Address
 - Consumer Housing Status (Homeless, Not Homeless)
 - Consumer Waiver Status, if applicable (as listed in MMIS)
 - Consumer Primary Language
 - Consumer Phone (Cell, Day, Night)
 - Consumer E-Mail Address
 - Renewal Information:
 - Date Renewal Sent
 - Date Renewal Due
 - If Applicable, Termination Date (Benefit End Date)
 - If Applicable, Reason for Termination (Action Reason)
 - Action Reason: Did not provide verification(s)
 - Action Reason: Did not return the renewal form

MassHealth Member Redetermination Data Use:

MassHealth Redetermination data must be used by ASAP staff in accordance with Section 12 of the ASAP contract, and all federal, state, and organization regulations related to privacy and security.

MassHealth Redetermination data should be used by the ASAP to proactively support Home Care Consumers during the MassHealth Eligibility Renewal process (see [Appendix A](#) for tools and resources).

ASAP Responsibilities:

1. Contact the consumer to proactively provide support on the MassHealth Eligibility renewal application.
 - a. Contact may include
 - i. a phone call, email or in-person reminder regarding the upcoming MassHealth eligibility redetermination that includes the expectation of the consumer receiving a blue envelope from MassHealth with renewal application(s), and

- ii. assistance in completing their renewal application and related paperwork.
2. Support Home Care Consumers who received a **termination due to lack of submission**, by assisting with completing a MassHealth Eligibility renewal application and liaising with MassHealth. *It is important that action is taken within the 90-day reconsideration period to ensure coverage is reinstated.*
3. Support Home Care Consumers who received a **termination notice due to incomplete information**, by assisting the consumer and MassHealth to better understand the incomplete information, what additional information is needed, and support the Consumer in obtaining and submitting that information.

Effective Date:

This PI is effective immediately.

Contact:

If you have any questions regarding this PI, please contact Amanda Bernardo at Amanda.Bernardo@mass.gov, for MassHealth redeterminations inquiries or Devon Garon at Devon.Garon@mass.gov for MassHealth - Home Care Consumer related inquiries.

Appendix A: Helpful Resources and Tools

Webinar

- [MassHealth Redetermination Webinar](#)
 - Passcode: Webinar1!

Websites and Other Resources

- [Executive Office of Elder Affairs](#)
 - [Support for People 65+ on MassHealth Renewals](#)
- [MassHealth](#)
 - [MassHealth Redetermination Website and Information](#)
 - [MassHealth Renewal Help Guide](#)
 - [MassHealth Eligibility Redetermination Outreach Toolkit](#)
 - [MassHealth Phase 2 Redeterminations Outreach Toolkit](#)
 - [MassHealth Redetermination Slide Deck](#)
 - [Application for Health Coverage for Seniors and People Needing Long-Term Care Services \(SACA\)](#)
 - [Renewal Application for Certain Seniors Living in the Community](#)
 - [MassHealth Enrollment Centers \(MECs\)](#)
 - [Enrollment Assister Search](#)
 - [MassHealth Choose a Health Plan Worksheet](#)
 - [MassHealth Key Terms and Concepts](#)
 - [MassHealth Member Resources](#)
 - [MassHealth Fax Cover Sheet](#)
 - [MassHealth for Seniors and Individuals Seeking Long Term-Care Services \(LTC\) Part 1](#)
 - [MassHealth for Seniors and Individuals Seeking Long Term-Care Services \(LTC\) Part 2](#)
- **United States Federal Agencies**
 - [Center for Medicaid and Medicare and Medicaid Services](#)
 - [CMS Waivers, Flexibilities, and the Transition Forward from the COVID-19](#)
 - [Coronavirus waivers & flexibilities](#)
 - [CMSHHS YouTube](#)
 - [Medicaid and CHIP \(MAC\) Learning Collaboratives](#)
 - [Unwinding Home and Community-Based Services \(HCBS\) Public Health Emergency \(PHE\) Flexibilities](#)
 - [Department of Health and Human Services](#)
 - [Fact Sheet: COVID-19 Public Health Emergency Transition Roadmap](#)