

News About Your MassHealth Health Plan



COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF]
[MEMBER FIRST NAME] [MEMBER LAST NAME]
[STREET ADDRESS 1] [STREET ADDRESS 2]
[CITY], [STATE] [ZIPCODE]

Date: [DATE]
Member ID: [XXXXXXXXXX]



Dear [Member Name],

On April 1, 2023, your MassHealth health plan will change. Your primary care provider, <PCC_NAME_PRO>, is moving to <ACO_NAME_PRO>. We will enroll you in <ACO_NAME_PRO>, so that you can stay with <PCC_NAME_PRO>.

Even though your health plan is changing, your MassHealth benefits will stay the same.

If <PCC_NAME_PRO> is not your primary care provider, call us at (800) 841-2900.

What if I am getting medical care now?

Call your new health plan at <ACO_PHONE> if you

- Are pregnant
- Are getting treatment
- Have an authorization (order) from a provider for a service
- Have a prescription for medicine
- Have a scheduled surgery or procedure
- Want to keep your Community Partner supports

If you are happy with <PCC_NAME_PRO> and moving to <ACO_NAME_PRO>, you do not need to do anything.

If you want to learn about health plans or change your health plan, please read below.

Learn about new health plans

We have new MassHealth health plans starting on April 1, 2023. If you want to learn about your new plan or other health plans, read about them in the Enrollment Guide we send to the head of your household. You can also find the Enrollment Guide online at MassHealthChoices.com.

Make sure the doctors you like are in your plan

You can find this information in any of these ways:

- Go to the plan's website: <ACO_URL>
- Call your new plan at <ACO_PHONE>
- Go to MassHealthChoices.com
- Read the Enrollment Guide

How to change your health plan or get more information

ONLINE	Go to MassHealthChoices.com to find the online enrollment form
PHONE	Call MassHealth Customer Service at (800) 841-2900; TDD/TTY: 711 Monday – Friday, 8 a.m. – 5 p.m.
MAIL or FAX	Fill out the enrollment form that you got with this letter. The address and fax number are on the form.
IN PERSON	To make an appointment, go to www.mahealthconnector.org/help-center . Click “Find an Enrollment Assister.”
MY OMBUDSMAN	For help, call (855) 781-9898, TTY: 711 Email: info@myombudsman.org

Important Dates

You have the right to change your health plan each year for any reason during your Plan Selection Period. If you want to change to a different health plan this year, look at the dates below.

From today to March 31, 2023	From April 1 to June 30, 2023	Starting July 1, 2023
Choose a plan Learn about health plans and enroll in one by April 1 . If you are happy moving to your new plan, you do not need to do anything.	Plan Selection Period Try your plan. You can change plans for any reason during this time.	Fixed Enrollment Period starts You can only change plans for certain reasons. To learn about those reasons, visit www.mass.gov/service-details/fixed-enrollment-period or call MassHealth Customer Service at (800) 841-2900. You can change at any time if you are in the PCC Plan.

Other MassHealth News

Renewal Letters

In April, MassHealth will begin to send letters to members about renewing their MassHealth coverage. We may need more information to renew your coverage.

- If we have the information we need to renew your coverage, we will renew it and let you know.
- If we don't have the information we need, we will send you a renewal letter in a blue envelope asking for information.

It is important that you respond to the renewal letter by the date in the letter, so you can keep your MassHealth coverage.

Most MassHealth members will get the renewal letter within the next year. The request will be sent in a blue envelope.

Keep us informed

If information on your MassHealth application changes, you must call and tell us. Changes might affect your plan choices.

Thank you,
MassHealth

Do you need this information in large print or braille?
Call us Monday–Friday, 8 a.m. to 5 p.m. at (800) 841-2900. TDD/TTY: 711.