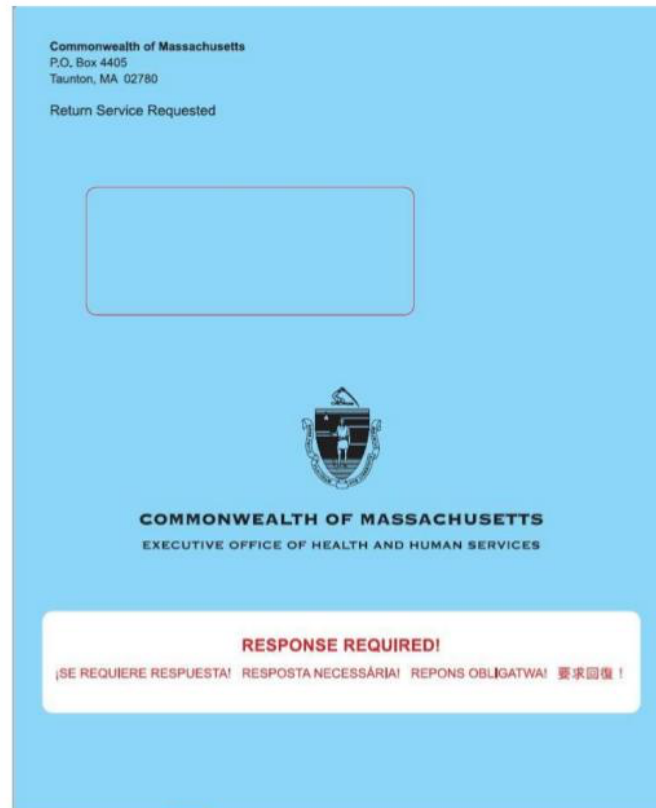


Phone Scripts

Question	Response Script	
<p>What household changes should I report to MassHealth?</p>	<p>You are required to report any changes in your household. This can include:</p> <ul style="list-style-type: none"> • Changes to income, • A member of the household becomes pregnant, • A new household member, • A member leaving the household, • Change of address. <p>All household changes should be reported to MassHealth as soon as possible but no later than 10 days after the change occurs.</p> <p>Reporting changes could help ensure you continue to receive coverage through MassHealth and get the best benefits you qualify for.</p>	
<p>What should I do if I received a blue envelope in the mail?</p>	<p>Under 65 years old:</p> <p>If you received a blue envelope from MassHealth you need to renew your coverage. You can do so with your MA Login account, by phone, or by mail and fax.</p> <ol style="list-style-type: none"> 1. To complete online: Login to your MA Login account at www.mahix.org/individual. 2. To complete by phone: Call (800) 841-2900 3. To submit by mail or fax: Review the prepopulated renewal form included in the packet. Make any updates as needed, date and sign, and then return to the MassHealth Insurance Processing Center by mail or fax. 	<p>Age 65 and older:</p> <p>If you received a blue envelope in the mail, fill out the SACA renewal form, sign, and date. You can submit your form:</p> <ol style="list-style-type: none"> 1. By mail or fax 2. By scheduling an in-person appointment with a MassHealth representative or Enrollment Assister. Using our online scheduling tool is the best way to get in-person help with your application. You can schedule an appointment at www.mass.gov/info-details/schedule-an-appointment-with-a-mass-health-representative
<p>I'm a current MassHealth member, how do I create an MA Login account?</p>	<p>Current MassHealth members, age 64 and younger, must use an invitation code to connect their current benefits to their MA Login Account. Current members should not fill out a new application. Get your invitation on the back of your most recent notice or by calling customer service at (844) 365-1841.</p>	
<p>When can I expect to be renewed?</p>	<p>In general, members will be renewed based on the timing of their last renewal or when they applied for MassHealth. You can find this information by visiting a local Enrollment Assister or with your MA Login Account. Renewal timing may differ as we balance the increased caseload from COVID and to ensure members have a positive experience.</p>	
<p>I don't think I will qualify for MassHealth after my renewal, what should I do?</p>	<p>If you think you may no longer be eligible for MassHealth, other health coverage options are available, such as an affordable plan through the Health Connector. Visit https://www.mahealthconnector.org/ or call customer service at 1-877- MA ENROLL (1-877-623-7773) to learn more or enroll in a plan.</p>	

Tell members to look out for the blue envelope!



Also tell members to watch for an **auto-renewal notice** (which they may get instead of a blue envelope if they are automatically renewed) and **any other mail that could be from MassHealth**, such as Requests for Information or Verification (arrive in white envelopes)