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| **MassHealth and Health Connector Fax and Address** |
| **Application** | **Fax** | **Mail** | **Hand Deliver** |
| **Under 65**All new paper applications for **subsidized** (assistance with paying) health coverage, including Health Connector (ConnectorCare plans and those seeing premium tax credits), MassHealth, or HSN coverage | 617-887-8770 | Health Insurance Processing CenterP.O. Box 4405Taunton, MA 02780 | Any MEC |
| **Over 65** | 617-887-8777 | MassHealth Enrollment CenterCentral Processing UnitP.O. Box 290794Charlestown, MA 02129-0214 | MassHealth Enrollment CenterCentral Processing UnitThe Schrafft Center529 Main St., Suite 1MCharlestown, MA 02129 |
| All new paper applications for **unsubsidized** (no assistance with paying) health insurance through the Health Connector | 877-623-2155 | Massachusetts Health Connector133 Portland St., 1st FloorBoston, MA 02114-1707 |  |

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| **Calling Customer Service/Checking Status** |
| **Customer Service** | **Number** | **Reason for Call** |
| MassHealth Customer Service (Maximus) | 1-800-841-2900 | * Apply for individual (non-group) coverage over the phone
* Ask about the status of an existing (subsidized) application
* Report a change to an existing online or paper (subsidized) application
* Report a technical problem with HIX
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| Health Connector Customer Service (Dell) | 1-877-623-6765 | * Apply for (subsidized or unsubsidized) individual (non-group) medical and dental coverage over the phone
* Ask about the status of an existing online or paper application
* Report a change to an existing online application (subsidized or unsubsidized)
* Ask about enrollment status
* Report a technical problem with HIX
* Assistance with password or login issues on HIX
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| EHS Help Desk(Virtual Gateway Help) | 1-800-421-0938 | * For HIX users who are having password or login issues on HIX
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| MassHealth Enrollment Centers (MEC) | 1-888-665-9993 | * Questions about eligibility for subsidized coverage
* Ask about the status of an existing subsidized application
* Report a change to an existing subsidized paper application
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| No Wrong Door # | 1-855-624-4584 | * 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.
* Answer questions about temporary coverage
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