**Do you have a patient on MassHealth CarePlus who needs services that are only covered by MassHealth Standard?** (Such as Long Term Care, Personal Care Attendants, community-based long term support services)

**There may be a solution.**

If you have a patient who is eligible for MassHealth CarePlus or already on MassHealth CarePlus who needs these services **yet is not disabled enough for a disability determination**, then you may assist the patient in calling MassHealth to request an upgrade if the patient can be considered *medically frail*.

**What is the definition of “medically frail?”**

A patient may self identify as being medically frail if s/he has special health care needs that may require additional services not available through CarePlus. A medically frail individual is defined as someone who

* Has a medical, mental health, or substance use condition that limits his or her ability to work or go to school;
* Needs help with daily activities, like bathing or dressing;
* Regularly gets medical care, personal care, or health services at home or in another community setting, like adult day care;
* Or is terminally ill.

Individuals who meet one or more of these criteria and who identify themselves to MassHealth can choose to change their coverage from CarePlus to Standard in order to obtain access to the additional services.

**What is the process for upgrade from CarePlus to Standard?**

The member should call MassHealth at 1-888-665-9993 and let them know that s/he meets the definition of medically frail and would like to be upgraded to MassHealth Standard. The upgrade should take effect right away. There is no proof necessary.

**IMPORTANT: Many MassHealth staff are not yet familiar with this new option, and may confuse it with the frail elder waiver program. If the person at MassHealth is unfamiliar with this option, hang up and try again to get a different representative, or ask to speak with a supervisor.**