



## Frequently Asked Questions about New MassHealth Application Process to Assist Individuals Relocating to Massachusetts as a Result of Recent Hurricanes

---

**Q1.** What is the new process to assist recent hurricane evacuees who come to Massachusetts to reside and apply for MassHealth, and where can I find more information about it?

**A1.** Please visit <https://www.mass.gov/service-details/for-hurricane-evacuees-applying-for-masshealth> for an overview of the new process, the new dedicated Customer Service phone line, and new Self Attestation Form for Hurricane Evacuees Applying for MassHealth.

**Q2.** Which fax cover sheet should be used to fax applications or the new Hurricane Evacuee Self Attestation Form to MassHealth?

**A2.** Please use the regular fax cover sheet you always use, <http://www.mass.gov/eohhs/docs/masshealth/provider-services/forms/hc-cs.pdf> with the new Self Attestation Form for Hurricane Evacuees Applying for MassHealth.

**Q3.** Will there be any changes to the online Assister Portal so that MassHealth will know that an application submitted via the Portal is from a hurricane evacuee?

**A3.** No changes will be made to the Assister Portal due to time limitations related to this initiative. The system will, as always, attempt to match the information provided on the application with online data sources. If there is no match, MassHealth will request proof, and the applicant or Assister may submit the new Self Attestation Form for Hurricane Evacuees Applying for MassHealth if the applicant does not have such proof, with the exception of citizenship and immigration proof, which MassHealth must receive. (Please see Q9 for more information about verification of citizenship and immigration status.)

**Q4.** Often processing times for the paper **Application for Health Coverage for Seniors and People Needing Long-Term Care Services** (SACA-2) are longer than for the paper **Massachusetts Application for Health and Dental Coverage and Help Paying Costs** (ACA-3). Will writing "Hurricane Evacuee" on top of the first page of the SACA application result in the application being expedited, just as it would for an ACA-3 application?

**A4.** Yes.

**Q5.** For MassHealth applications requiring verification of assets (e.g., individuals age 65 and over, or Long-Term Care applications), does the new self-attestation form and process cover assets also?

**A5.** Yes. The Self Attestation form can be used to verify assets for hurricane evacuees who are applicants age 65 or older, or applicants of any age applying for Long-term Services and Support.

**Q6.** Does the new Self Attestation Form for Hurricane Evacuees Applying for MassHealth cover the situation in which an Assister is trying to enter an online application using the Assister Portal, but is stopped because of Identity Proofing (IDP)? Will using that form and process "unlock" an online application for a hurricane evacuee?

**A6.** No. In this situation, if the applicant does not have sufficient documentation for the online Identity Proofing process, and is unable to proceed with the online application because they cannot answer IDP questions, a paper application should be used, and the words "Hurricane Evacuee" written on the first page. The Self Attestation form cannot be used to verify identity.



## Frequently Asked Questions about New MassHealth Application Process to Assist Individuals Relocating to Massachusetts as a Result of Recent Hurricanes

---

**Q7.** With extensive power outages and other infrastructure problems in Puerto Rico currently, will Medicaid offices there be open and able to know that a hurricane evacuee from Puerto Rico is now on MassHealth once the evacuee is approved for MassHealth?

**A7.** Individuals cannot maintain residency in two states (or a state and a territory) nor can they be on Medicaid in more than one state or territory. If individuals receive MassHealth coverage, they will be dis-enrolled from any other state's or territory's Medicaid coverage. Eligibility for individuals receiving MassHealth will be reported to the federal government via existing PARIS process. The other state/territory will be notified of Medicaid eligibility in Massachusetts and may close the individual's eligibility in that state/territory. An individual who is determined for MassHealth who has evacuated from a hurricane-affected area is free to report their eligibility for MassHealth to the Medicaid office in their former state or territory, and check that their case there is in fact closed.

**Q8.** If an Assister meets with a MassHealth applicant who is a hurricane evacuee, and at that meeting it is clear the individual does not have documents to verify certain or all items required by MassHealth (with the exception of verification of citizenship and immigration status, which MassHealth needs verification of) due to their fleeing a hurricane-affected area, can the Assister and applicant submit the Hurricane Evacuee Self-Attestation Form with the paper application?

**A8.** Yes. The hurricane evacuee self-attestation form can be submitted proactively with the paper application. Also, if an online or phone application is used, the new self-attestation form can be faxed in response to a Request for Information (RFI) notice sent to the applicant by MassHealth.

**Q9.** What is the process to verify citizenship and immigration status for a hurricane evacuee applying for MassHealth?

**A9.** The process to verify citizenship and immigration status for a hurricane evacuee applying for MassHealth is exactly the same as for an applicant who is not a hurricane evacuee. The Self-Attestation form cannot be used to verify citizenship or immigration status. MassHealth will attempt to electronically verify an individual's citizenship or immigration status through data matches with Social Security Administration or the Department of Homeland Security. If information is found by MassHealth through these matches, the citizenship or immigration status will be verified, and nothing more is needed from the applicant. If the electronic data match is not successful, a Request for Information (RFI) notice will be sent and the applicant needs to verify their citizenship and immigration status in the same manner as any other MassHealth applicant would. The applicant will have up to ninety (90) days to provide this information. During this "reasonable opportunity period", the applicant will receive the MassHealth coverage they are otherwise found eligible for.

**Q10.** What is a Hospital-Determined Presumptive Eligibility (HPE) application and can it be used for hurricane evacuees applying for MassHealth?

**A10.** Yes, a Hospital-Determined Presumptive Eligibility application can be used. For more information about HPE applications, please see the recent [Memo from MassHealth](#).

**Q11.** Can a Health Safety Net Presumptive Determination Application (HSN-PD) be completed and submitted for an individual relocating to Massachusetts as a result of the recent storms?



## Frequently Asked Questions about New MassHealth Application Process to Assist Individuals Relocating to Massachusetts as a Result of Recent Hurricanes

---

**A11.** Yes – this is an option as well to assist individuals relocating to Massachusetts as a result of the recent storms, as long as the individual meets MassHealth residency rules. There are no changes to the rules and processes governing this type of application.

**Q12.** How should a Head of Household for a family who has existing MassHealth members add a family member who was in Puerto Rico, and now is relocating to live with this family in Massachusetts because of the hurricane?

**A12.** To add a member to an existing MassHealth application, the head of household or authorized representative should call MassHealth Customer Service at 1-844-748-3928. Members who have an online account may also utilize self-service options to report changes or add additional family members to their case. However, per MassHealth rules, the individual being added cannot be someone who would ordinarily need to apply with their own MassHealth application. The usual MassHealth Family Group and household rules would still apply.

**Q13.** Is it true that those evacuating Puerto Rico due to the hurricane are not able to receive MassHealth Standard coverage if they apply and are otherwise determined eligible?

**A13.** No – this is not true. Eligibility rules have not changed. Individuals applying for MassHealth who have relocated to Massachusetts will be determined eligible for the highest level of benefits they qualify for based on financial, categorical and citizenship/immigration status requirements. The individual may be approved for any MassHealth coverage type if they meet the requirements of the program. The only changes involving hurricane evacuees are that their applications are expedited, and self-attestation of verifications, other than citizenship and immigration, are allowed if they are not able to provide the required documentation.

**Q14.** Has MassHealth increased their resources/staff to handle potential increases in application volume and calls/inquiries as a result of hurricane evacuees relocating to Massachusetts? Does MassHealth know how many individuals have or will relocate to Massachusetts?

**A14.** At this time, MassHealth has not increased staffing levels for this purpose. Also, we are unable to forecast exactly how many individuals will relocate to Massachusetts due to recent storms. Many relocating may arrive over time and not all at once.

**Q15.** What if an individual relocates to Massachusetts from Puerto Rico as a result of the recent storm, was working in Puerto Rico, but now is not working. How does that affect his application for MassHealth?

**A15.** In this case, the individual would simply answer the questions to the MassHealth application as any other applicant would. He would base his responses on his current situation. He would answer questions as completely and accurately as he can about his current and expected income.

**Q16.** Will hurricane evacuees who are determined eligible for MassHealth coverage and who have a need for covered items such as durable medical equipment receive this needed equipment on an expedited basis also?

**A16.** For questions about MassHealth coverage for hurricane evacuees, call the dedicated MassHealth Customer Service number at 1-844-748-3928 (TTY: 1-800-497-4648 for people who are deaf,



## Frequently Asked Questions about New MassHealth Application Process to Assist Individuals Relocating to Massachusetts as a Result of Recent Hurricanes

---

hard of hearing, or speech disabled). Any Prior Authorization request for covered items should include information about urgency of need, but existing MassHealth processes will be followed.

**Q17:** How will hurricane evacuees who apply for and receive MassHealth, but are also receiving Medicare (MassHealth-Medicare Dual Eligibles) be affected in accessing prescriptions if the individual is enrolled in a Medicare Part D plan in another state/territory?

**A17:** There is an automatic process for enrolling dual-eligible members into a new Medicare Part D plan. When a dual-eligible is determined eligible for MassHealth, MassHealth will report to CMS and CMS will reassign the member into a Massachusetts plan. If the member needs a prescription before the local Medicare Part D plan is active, call MassHealth Customer Service at 1-844-748-3928 and MassHealth will work with CMS to expedite the move into a Massachusetts Part D plan.