

August Messaging  
Carrier Talking Points  
August 2015

- The Health Connector will begin a renewal and redetermination process for 2016 benefits this month. The process will require minimal member action – and in many cases no action – on the part of the member.
- Starting in late August and early September, the Health Connector will mail members a notice informing them that they **have the opportunity to update their accounts online** and report changes in income, address, family size and other areas in preparation for the 2015 or 2016 benefit year.
- MassHealth members will not be affected by the renewals process done by the Health Connector, however, mixed households with MassHealth and Health Connector members will receive notices related to the Health Connector enrollees.
- Members who appear to be eligible for MassHealth benefits (due to updated FPL, disability flag from Social Security Administration, etc.) will be notified of this in this preliminary mailing. If there are no other changes made within 30 days, or, if the member reports a change that confirms their eligibility for MassHealth, they will receive a notice from MassHealth.
- In mid-August, individuals with at least one Health Connector eligible member in their household will see both their 2015 and 2016 application in the system. The 2016 application will be slightly updated based on new FPL tables and other eligibility factors such as death, disability and access to public insurance coverage.
- Very importantly, for this year, there is no need for members, or individuals who were determined eligible for Health Connector coverage but who never enrolled in 2015, to complete a new application.
- New applicants who come to the system after mid-August and who fill out a new 2015 application will automatically have a 2016 application generated for them. They do not need to apply twice if they first submit a 2015 application.
- Also of note, **individuals will be able to make changes with self-service on the online portal** beginning mid-August. Individuals no longer need to call the Health Connector customer service line to make changes to an individual's application or enrollment.
- These changes can be made for both 2015 and 2016 benefit years, and will allow the Health Connector to more precisely determine a member's eligibility for 2016. If the member does not have a change to report, no action is required.
- Members will receive an additional notice from the Health Connector in the last two weeks of October with plan and eligibility information.
- New plans can be reviewed and selected starting Nov. 1 when Open Enrollment begins.