

Health Connector Open Enrollment 2017 Fact Sheet

The Health Connector provides affordable, quality and easily accessible health insurance to residents and small businesses of Massachusetts and ensures all residents in the Commonwealth have access to health insurance. The Health Connector provides coverage to approximately 225,000 members.

Open Enrollment Timeline

Open Enrollment is the time of year when individuals can enroll or change plans in a health insurance plan through the Health Connector Marketplace without a qualifying event. Open Enrollment for 2017 runs from November 1, 2016 to January 31, 2017.

What to Expect for 2017 Open Enrollment

Eligibility: For this open enrollment period there are federally required changes that will impact some members' eligibility for coverage and subsidies, including:

1. Review of Income Data: The Health Connector may use income data from the IRS or state DOR to determine eligibility for subsidies
2. Mandatory Tax Filing: Members will have had to file taxes to keep subsidies
3. New Processes for Mixed Households: Households with Health Connector and MassHealth eligible individuals will be processed together

Plan Renewal: Due to some carrier premium increases, a significant subset of our membership may have an increase in monthly costs, but likely have less expensive, similar options.

How the Health Connector is supporting members with these changes:

1. Help enrollees through the renewals process, letting enrollees know which notices to expect and what information will be contained in each
2. Remind enrollees of the importance of filing taxes, reconciling tax credits and updating their application if any of their personal circumstances have changed to ensure they get the correct program determination
3. Remind eligible but unenrolled individuals that they can apply for 2017 coverage, if they need it, during the Open Enrollment period
4. Encourage members to shop for a plan that fits their needs in 2017, offering extensive shopping support for those switching plans

Tools to help during 2017 Open Enrollment

Customer Service support during Open Enrollment: The Health Connector call center will have extended business hours to ensure current and new members have extra time to get their questions answered. **The call center will be open Monday – Thursday, 8am – 8pm, Friday 8am – 6pm and Saturday 9am – 5pm during Open Enrollment.**

The Health Connector Customer Service Center Number is: **1-877-MA-ENROLL** or 1-877-623-6765. Help is available in multiple languages.

Web Tools: The Health Connector encourages members to visit the *Help Center* on the Health Connector's website to find plan benefit comparison tools between 2016-2017 plans, benefit changes and more. The link is: <https://www.mahealthconnector.org/plan-comparison-tool>

Walk in Centers: Locations where individuals can get in-person assistance from Health Connector Customer Service staff. Each site performs the full range of customer service activities, such as helping with applications switching health plans, taking payments and troubleshooting issues.

Location	Address	Open Enrollment Hours
Boston	133 Portland Street Boston, MA 02114	M-R: 8am-8pm; F: 8am-6pm; Sat: 9am-5pm
Worcester	146 Main Street Worcester, MA 01608	M-R: 8am-8pm; F: 8am-6pm; Sat: 9am-5pm
Springfield	88 Industry Ave Springfield, MA 01104	M-F: 9am-5pm
Brockton Brockton Neighborhood Health	63 Main Street Brockton, MA 02301	M-F: 9am-5pm
Lowell Lowell Community Health Center	161 Jackson Street Lowell, MA 01852	M-F: 9am-5pm
Fall River HealthFirst Family Care Center	387 Quarry Street Fall River, MA 02723	M-F: 9am-5pm

Navigators: Grant organizations chosen by the Health Connector to conduct outreach and help people in their communities with applying for coverage, obtaining eligibility determinations, and shopping for and enrolling in health and dental plans through the Health Connector.

Navigator	Location	Address(es)	Languages
Boston Public Health Commission	Boston	1010 Massachusetts Avenue	Cape Verdean Creole, English, French, Haitian Creole, Portuguese, Spanish
Cambridge Economic Opportunity Committee	Cambridge	11 Inman Street	Amharic, English, Farsi, Haitian Creole, Spanish
Caring Health Center	Springfield	1049 Main Street	Arabic, English, Spanish
Community Action Committee of Cape Cod & Islands, Inc.	Hyannis	372 North Street	Arabic, English, Spanish
Community Health Center of Franklin County	Greenfield	489 Bernardston Road	English, Spanish
Ecu-Health Care	North Adams	99 Hospital Avenue	English
Family Health Center of Worcester	Worcester, Southbridge	Worcester: 26 Queen Street, Southbridge: 32 Orchard Street	Albanian, Arabic, Berber, English, French, Italian, German, Greek, Portuguese, Spanish
Fishing Partnership	Chatham, Gloucester, New Bedford, Plymouth	Chatham: 880 Main Street, Gloucester: 2 Blackburn Center, New Bedford: 114 MacArthur Drive, Plymouth: 139 Court Street	English, Italian, Portuguese, Spanish
Greater Lawrence Community Action Committee	Lawrence	305 Essex Street	English, Spanish
Hilltown Community Health Center	Huntington	58 Old North Road	English
Joint Committee for Children's Health Care in Everett	Everett	484 Broadway	English, French, Haitian Creole, Italian, Portuguese, Spanish
Manet Community Health Center	Quincy, Hull, Taunton	Quincy: 1193 Sea Street, 110W Squantum Street, 9 Bicknell Street, Hull: 180 Washington Street, Taunton: One Washington Street	Arabic, Cambodian, Cantonese, English, Hindi, Italian, Mandarin, Portuguese, Spanish, Vietnamese
PACE	New Bedford	166 William Street	English, Portuguese, Spanish
Stanley St. Treatment & Resources	Fall River	400 Stanley Street	English, Portuguese, Spanish
Vineyard Health Care Access	Martha's Vineyard	114 New York Avenue	English, Portuguese, Spanish

Finding local help: Free in-person help is available – regardless of income. Assisters, can help individuals understand their coverage options and find a plan that meets their needs. Call ahead to schedule an appointment. If you call a hospital or community health center, ask for the “Patient Financial Counselor Department”. Visit <https://betterhealthconnector.com/enrollment-assisters>