

**Assisters:** Please use this job aid to become familiar with system improvements (Release 18.0) that you will now see when helping consumers complete or make updates to their online application for health coverage at [MAhealthconnector.org](https://mahealthconnector.org). These changes will be in place on July 31, 2019.

### Release 18.0 Updates include:

- [New Look for Online Application and Mobile Compatibility](#)
- [Document Upload](#)
- [Updates to Report a Change Functionality](#)
- [Disability Related Messages and Alerts](#)
- [Electronic Signature Updates](#)
- [Immigration Tool Tips and Update](#)

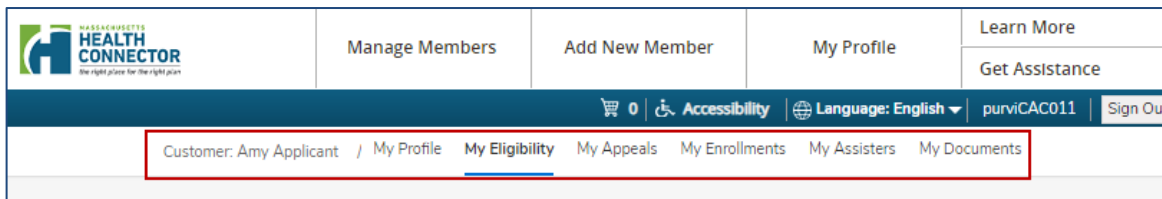
## New Look for Online Application, Mobile Compatibility

With Release 18.0, the online application at [mahealthconnector.org](https://mahealthconnector.org) will have an updated and more modern appearance. No application information or questions are changing, and all the same questions will continue to appear and be required. Assisters will notice changes in the way information is displayed.

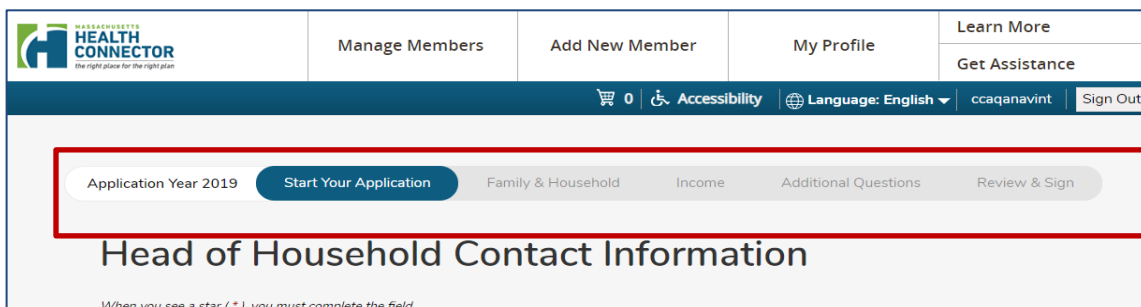
- For example:
  - Navigation tabs that displayed on the left-hand side of the screen will now appear as navigation tabs at the top of the page.
  - “Radio” buttons (buttons used for lists where you can select only one option) and action buttons (e.g., Save, Continue) throughout the application are more prominently displayed on the page.

### New Screen Layout

- When an Assister or individual first logs into an online account, the navigation tabs now appear across the top of the screen:



- Once in the application, the navigation tabs appear at the top of the screen:



### **The online application will be compatible with mobile devices**

Applicants and members will be able to apply and access information when using a mobile device (e.g. cell phone or tablet).

- This is **not an “App.”**
- Individuals still need to access the webpage <https://mahealthconnector.optum.com/individual/> on their mobile internet browser.
  - This change makes it easier for individuals to navigate through the application in a web browser on a mobile device.

### **New! Upload and Manage Documents**

With Release 18, individuals and Assisters will be able to upload documents directly to a member’s online application. There will be a new tab at the top of the page called “My Documents” where individuals and Assisters can upload documents to satisfy Requests for Information (RFIs) and submit other required forms directly to MassHealth and the Health Connector.

- This feature provides an additional option for submitting required documents.
- Members can still submit their documents via mail or fax.
- **Important note:** do not send a document multiple ways (e.g., never fax *and* upload the same RFI document).

### **Steps for Assisters to Upload Documents**

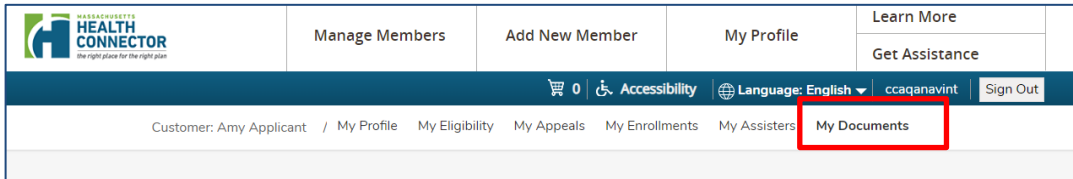
Documents can be uploaded from the member/applicant’s online application using the following steps. Additional information and requirements are included in the next section.


1. Place the document(s) to be uploaded in a folder on your desktop or other location on your computer.\* (Note: the document needs to be in a supported format prior to upload (e.g., pdf or image).
2. Log into MAhealthconnector.org and access the member/applicant’s online application. *Reminder: CACs and Navigators must follow proper permissions for accessing an applicant/member’s online application.*
3. Navigate to Manage Documents by either selecting “My Documents” from the menu bar at the top of the page or by selecting “Upload/Manage” documents from the Eligibility Results page.
4. Select the Upload Document button.
5. Select the Browse button under “File 1.” Note: you must repeat this step for each file you wish to upload.
6. Select the file for upload. When your file manager window opens, navigate to the file on your desktop or other location where you have stored it and select it.
7. Select the correct Document Description(s) for this document from the dropdown menu.
8. Select the “Add File” button and repeat Steps 5 -7 for any additional documents you wish to upload (up to 5).
9. Select the Upload Documents button.
10. Select the Back button to return to the My Documents page.
11. Securely delete the files from your computer once you have uploaded them.

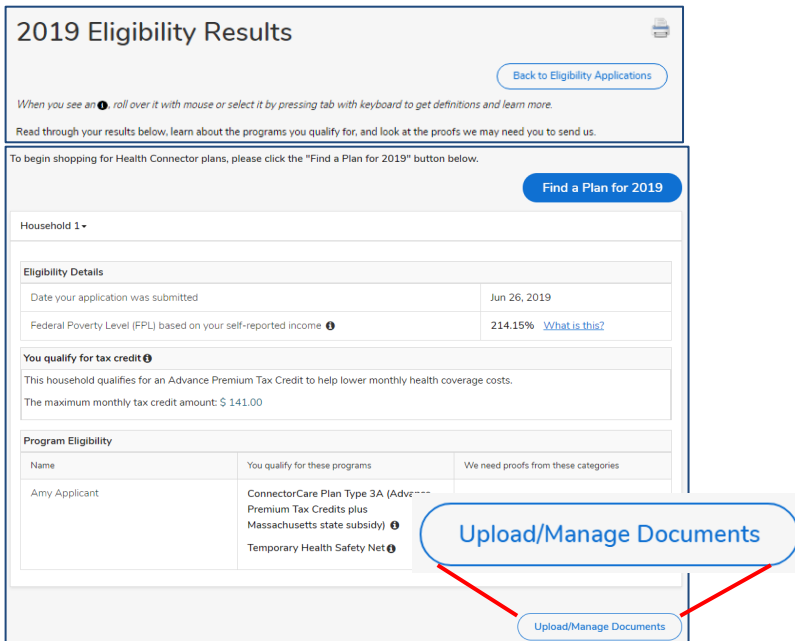
**\* Important:** Federal regulations require that all Certified Assisters adhere to all rules and regulations relating to the privacy and security of consumer information. Refer to your organization’s CAC or Navigator agreement, CAC Responsibilities (for CACs), and your Assister certification training course on Privacy and Security. You cannot put any member information on your computer in a manner that is inconsistent with the privacy and security requirements of your organization’s agreement.

## Accessing Document Upload

- The Document Upload function is accessible from two places on the online application by:
  - Selecting the “My Documents” tab on the toolbar at the top of the page, or
  - Clicking on the “Upload/Manage Documents” link on the Program Eligibility Results page.



	Manage Members	Add New Member	My Profile	Learn More
				Get Assistance
0 Accessibility Language: English ccaqanavint Sign Out				
Customer: Amy Applicant / My Profile My Eligibility My Appeals My Enrollments My Assistors <b>My Documents</b>				



### 2019 Eligibility Results

[Back to Eligibility Applications](#)

When you see an **i**, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.

Read through your results below, learn about the programs you qualify for, and look at the proofs we may need you to send us.

To begin shopping for Health Connector plans, please click the “Find a Plan for 2019” button below.

[Find a Plan for 2019](#)

Household 1

Eligibility Details	
Date your application was submitted	Jun 26, 2019
Federal Poverty Level (FPL) based on your self-reported income <b>i</b>	214.15% <a href="#">What is this?</a>

**You qualify for tax credit **i****

This household qualifies for an Advance Premium Tax Credit to help lower monthly health coverage costs.

The maximum monthly tax credit amount: \$ 141.00

Program Eligibility		
Name	You qualify for these programs	We need proofs from these categories
Amy Applicant	ConnectorCare Plan Type 3A (Adv--- Premium Tax Credits plus Massachusetts state subsidy <b>i</b> Temporary Health Safety Net <b>i</b>	

[Upload/Manage Documents](#)

[Upload/Manage Documents](#)

- The Manage Documents page displays where Assistors and individuals can:
  - View a list of documents that have been uploaded along with the person and date the document was uploaded.
  - Start the process to upload documents.
  - Download a copy of a previously uploaded document (*only* by the person that originally uploaded it).
  - Remove a previously uploaded document from the list (*only* by the person that originally uploaded it; “Remove” does not remove it from the system).

**Manage Documents**

Enter search criteria to filter the list of uploaded documents.

Click to start uploading documents

Upload Documents

Filter By: Document Description Uploaded By Uploaded On Status

2 Documents Found Show: 10 Documents Required

Select to view list of outstanding required documents for the household.

List of documents uploaded for the household.

Document Description	Uploaded By	Uploaded On	Status
Proof of Marriage	Ace Assister Assister	July 01, 2019 08:25 AM EDT	Uploaded
Proof of Income	Amy Applicant	July 02, 2019 09:25 PM EDT	Uploaded

Name of person who uploaded the document: Assister, Head of Household, "Admin" (MassHealth Customer Service).

Click "... " to display options to download a copy of the uploaded document or remove the document from the list. Note: This **does not** remove the document from the system.

Download Document  
Remove Document

### Uploading Documents

- Once on the "Manage Documents" screen, Assisters can:
  - Click on "Upload Documents" to upload any required documents.
  - View the list of documents that have already been uploaded.
  - Remove from the list or download documents that have already been uploaded (*only* available to the person that originally uploaded the document)
  - Click on "Documents Required" to view which documents the member must provide. In the example below, there are two outstanding income RFI's.
    - "Active" indicates documents that are due and have not been verified.
    - "Expired" indicates documents for which the due date for submitting has passed.
    - "Verified" indicates documents that have been uploaded, processed, and satisfy the RFI.

**Manage Documents**

Upload Documents

Filter By: Document Description Uploaded By Uploaded On Status

0 Document Found Show: 10 Documents Required

Document Description Uploaded By Uploaded On Status

No Documents Found

- The Upload Documents page allows Assisters and individuals to upload up to 5 documents at a time. Links show the supported file formats and also open a page on MAhealthconnector.org where a list of valid documents can be found.

- When an Assister uploads a document on behalf of a member, be sure to follow the requirements below:
  - Choose the type of document(s), called “Document Description” from a dropdown list of options.
    - The chart below provides all the categories available to select for the documents being submitted. The list is also available from the Document Description drop down.
    - When uploading a document, Assisters should always select the most appropriate document description(s) to ensure accurate processing.

Job Update Form	Non-Custodial Parent Form (NCP-1)
Pre-Populated Renewal Application *	Proof of Residency
Request for Identity Proof (RIDP) Verification	Proof of Incarceration Status
Move to Massachusetts	Proof of U.S. Citizenship Status

Moving to new service area in Massachusetts	Proof of Immigration Status
Proof of Loss of Insurance	Proof of American Indian/Alaska Native (AI/AN) Status
Proof of Marriage	Proof of Social Security Number (SSN)
Proof of New Legal Dependent	Permission to Share Information (PSI) Form
Proof of Divorce	Authorized Representative Designation (ARD) Form
Proof of Death	Certified App Counselor (CAC) Form
Transitional Medical Assistance (TMA) Change Form	Navigator Designation Form (NDF)
Proof of Income	Other**

**\* Note:** Only Assister Portal users can upload the Pre-Populated renewal application. Assisters will see and be able to select “Pre-Populated Renewal Application” in “Document Description” drop-down list.

**\*\* Note:** Selecting other may lengthen the processing time for the document because it is not in a defined category. Only select other when a document does not fit in any of the available categories.

- Individual documents must not be larger than 5MG (5 megabytes).
- All uploaded documents must be in one of the following formats:
  - Bitmap Image file (.bmp)
  - Graphical Interchange Format (.gif)
  - JPEG image (.jpeg)
  - Portable Network Graphic (.png)
  - Portable Document File Format (.pdf)
- The system will display an error message if:
  - The document is in an unsupported file format
  - The file size is too large (i.e., more than 5MG)
  - The document cannot be received by the system (e.g., doesn’t pass virus scan)
- Up to 5 documents can be uploaded at a time. If you have more than 5 documents, upload the first 5 then select the Back button to return to Manage Documents. You can then select the Upload Documents button again to upload additional documents.
- Multiple document types can be included in one file. For example, if the individual has pay stubs and a birth certificate to satisfy Income and U.S. Citizenship status RFIs, those documents can be scanned into one file. In this case, one file is uploaded and two boxes are checked— Proof of Income and proof of U.S. Citizenship—from the Document Description dropdown to indicate the file contains multiple documents.
- Individuals may upload images from photos taken on a mobile device but may also consider using scanner apps to improve the quality of the image they are uploading.

Example 1: Ava Assister needs to upload a Proof of Income document:

- Ava Assister is sitting with Amy Applicant and has a PDF copy of a Proof of Income document for Amy on her desktop.
- Ava Navigates to the My Documents page and selects Upload Documents.
- She also selects the Browse button to locate and select the document on her desktop. Notice that the file name displays under “File 1” next to the Browse button. If Ava accidentally selected the wrong file, she can select the “X” to the left of the filename to remove it.
- Next Ava selects “Proof of Income” from the document description dropdown.
- Ava has no other documents to upload for Amy so she selects the Upload Documents button.

- The system confirms that one file was uploaded successfully—its file type and size are acceptable and the document passed the virus scan.

Example 2: Ava Assister tried to upload a file with the wrong format:

- Ava Assister selected a Word document for upload and selected the document description.
- When she selected Upload Documents, the system displayed the error message shown below to indicate that “.docs” is not one of the accepted document formats for upload (see the “Supported file formats and maximum size” link for accepted formats).
- Ava should select the “X” next to the name of the document under File 1 to remove it and then use the Browse button to find and select a file with an accepted file format.



### Upload Documents

[View list of valid documents](#)

When you see a star (\*), you must complete the field.

**Your information contains 1 error**

- The file format is not supported for File 1. supported file formats include: .bmp, .gif, .jpeg, .jpg, .pdf, .png.

You can upload up to 5 files at one time.

**File 1**

Upload File \* [Supported file formats and maximum size](#)

[Browse](#)

Document Description \*  
Proof of Income ▼

### Removing and Downloading Documents

- Documents remain on the Manage Documents list for up to a year.
- The person that originally uploaded a document has the ability to either remove the document from the displayed list (“Remove” does not remove the document from the system) or download a PDF copy of the document.
- Assisters are only able to remove or download documents that they themselves originally uploaded. An Assister cannot remove or download a document that was uploaded by the individual, another Assister, or “Admin” (customer service).

#### Example 3: Ava Assister wants to download a document in the Manage Documents list:

- Ava Assister can download (or remove) documents that she has uploaded by clicking on the ellipsis (...) next to the document to display what options she has: Download Document or Remove Document.
- In the example below, Ava was the one who originally uploaded the Proof of Income for the member.
- Ava selects the ellipsis (...) next to the Proof of Income document, sees that she has the option to either remove the document or download a copy to her desktop.
- Ava selects Download Document. A PDF copy of the document is downloaded.

Manage Documents				<a href="#">Upload Documents</a>
Filter By:	Document Description	Uploaded By	Uploaded On	Status
2 Documents Found				<a href="#">Show: 10</a> <a href="#">Documents Required</a>
Document Description	Uploaded By	Uploaded On	Status	
Proof of Income	Ava Assister Assister	July 01, 2019 08:25 AM EDT	Uploaded	...
Proof of Income, Navigator Designation Form (NDF)	Ava Assister Assister	June 26, 2019 12:42 PM EDT	Removed	

Download Document

Remove Document



- **Note:** If Ava selected Remove Document, the system would display a confirmation message before removing the document from the list. A confirmation that the document has been removed then displays and the document will show “Removed” as the status.

**Confirm**

Are you sure you want to remove this document?

Yes
No

## Manage Documents

Upload Documents

The document has been removed successfully.

Filter By:
Document Description
Uploaded By
Uploaded On
Status

### **Navigating Document History**

- Assisters can view a history of the uploaded documents in Manage Documents, including:
  - details about the type of document
  - the person that uploaded each document
  - the date the document was uploaded
  - the status of the document
- Assisters can sort and filter the list of uploaded documents. For example,
  - An Assister can filter to only view the documents uploaded for Proof of Income, or
  - An Assister can sort the list by selecting the arrow next to the column title/

## Manage Documents

Upload Documents

Filter By: Document Description Uploaded By Uploaded On Status

**DOCUMENT DESCRIPTION** ×

☒ Proof of Income

☐ Proof of Marriage

☐ Proof of Residency

✕ Document Description: Proof of Income

Apply
Clear All Filters

5 Documents Found Show: 10 ▼ [Documents Required](#)

Document Description	Uploaded By	Uploaded On	Status	⋮
Proof of Residency	Ava Assister Assister	July 02, 2019 10:03 AM EDT	Uploaded	⋮
Proof of Income	Ava Assister Assister	July 01, 2019 08:25 AM EDT	Uploaded	⋮

### **Updates to Report a Change Functionality**

R.18 will streamline the process of reporting changes by allowing individuals and Assisters to easily change their application status and navigate through screens related to the change indicated.

### Applying/Not Applying Status

- Applicants and members will now be able to change their status to either “applying” or “not applying” by using the report a change function online.
- Individuals and Assisters can change a member from applying to not applying or from not applying to applying by reporting a change (as long as the application is not “in progress”).
- If someone in the Household is marked “not applying” they remain in the household but do not need benefits. They are not removed altogether from the household.
  - For example, if a dependent is now filing their own taxes they should be removed from the application entirely and not marked as not applying.

### Eligibility Application

It is important to update your information throughout the year. If any of the information about you or the people in your household changed the last time you reviewed your application, you should update your application.

To make changes to your **2019** application, under **Actions**, click on **Edit Application** to get started. Once you make your changes, you must continue all the way through the **Review & Sign** page and click "Submit" in order to save your changes.

Year 2019 ▾

Eligibility RefID: RefID\_1561569

Eligibility Id	Received Date	Submitted Date	Status	Actions
203661061		Jun 26, 2019	Submitted	<a href="#">Detail</a> <a href="#">Report a Change</a>

### Change Your Information

#### WARNING

To change your date of birth or Social Security number, call Health Connector Customer Service at 1-877-MA-ENROLL (1-877-623-6765), TTY 1-877-623-7773.

To make changes to your application, please check the box for all options that apply.

[Change contact information and preferences](#) ⓘ

☐

Add someone to your application or tell us if someone is now applying for coverage ⓘ

☒

Remove someone from your application or tell us if someone is no longer applying for coverage ⓘ

### Remove requirement to move through all screens for any reported change

Applicants and members will now be able to change their status to either “applying” or “not applying”

### Disability Related Messages and Alerts

New messages will display for an applicant/member who attests to having a disability. For more information about MassHealth and disabilities, please refer to the training course in the LMS: “MassHealth and Disabilities”.

- “More about this household” page: The following alert displays when an applicant/member attests to having an injury, illness, or disability (including a disabling mental health condition) that has lasted or is expected to last for at least 12 months.

Application Year 2019   Start Your Application   **Family & Household**   Income   Additional Questions   Review & Sign

## More about this household

When you see a star (\*), you must complete the field.  
When you see an ⓘ, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.

Answer the questions below to see if you can get additional financial assistance.

Does anyone in the household who is applying have an injury, illness, or disability (including a disabling mental health condition) that has lasted or is expected to last for at least 12 months? If legally blind, answer yes. \*

☐ John Applicant  
☒ Amy Applicant  
☐ Baby Applicant  
☐ None of these people

**Important**  
Applicants with a disability may qualify for more benefits. We will try to verify your disability through the state and federal data sources. If we are not able to verify your disability then we will send you another letter with a form called the MassHealth Disability Supplement and it will explain any steps you need to take.

### Important

Applicants with a disability may qualify for more benefits. We will try to verify your disability through the information we have and available state and federal data sources. If we are not able to verify your disability then we will send you another letter with a form called the MassHealth Disability Supplement and it will explain any steps you need to take.

- A new disability message displays on the “Eligibility Results” screen when an applicant/household member attests to having a disability to let them know they may qualify for more benefits and next steps.

Customer: Just Jessie / My Profile   My Eligibility   My Appeals   My Enrollments   My Assistors   My Documents

## 2019 Eligibility Results

When you see an ⓘ, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.

**IMPORTANT Disability Message**  
You told us on your MassHealth application that you or someone in your household has a disability. Applicants with a disability may qualify for more benefits. We have sent you or your household member a form called the MassHealth Disability Supplement along with instructions for next steps. Please fill out the supplement and send it to us to find out whether they qualify for more benefits based on disability. Once we receive the completed supplement, MassHealth will process it and send you another letter about any additional benefits based on disability when the process is complete. If you have questions or need the form, please call the MassHealth Customer Service Center at (800) 841-2900.

Read through your results below, learn about the programs you qualify for, and look at the proofs we may need you to send.

Household 1 -

Eligibility Details	
Date your application was submitted	Jun 25, 2019
Federal Poverty Level (FPL) based on your self-reported income ⓘ	0.00% <a href="#">What is this?</a>

Program Eligibility		
Name	You qualify for these programs	We need proofs from these categories
Amy Applicant	MassHealth Standard ⓘ	Proof of U.S. Citizenship Status

### IMPORTANT

#### Disability Message

You told us on your MassHealth application that you or someone in your household has a disability. Applicants with a disability may qualify for more benefits. We have sent you or your household member a form called the MassHealth Disability Supplement along with instructions for next steps. Please fill out the supplement and send it to us to find out whether they qualify for more benefits based on disability. Once we receive the completed supplement, MassHealth will process it and send you another letter about any additional benefits based on disability when the process is complete. If you have questions or need the form, please call the MassHealth Customer Service Center at (800) 841-2900.

## **Electronic Signature Updates**

With Release 18.0, people who serve as an Authorized Representative (ARD) for individuals are now able to electronically sign (“e-sign” or “e-signature”) applications for those they are representing when applying or updating applications online. The system will also display the e-signature details (who signed the application and when) on the Rights and Responsibilities screen and allow users to download and print this page.

### **E-signing Applications**

- ARDs can sign the application by entering their name or the organization’s name (for ARD 2s) into the signature line of the application
- The individual or organization must already be designated as the ARD for the ARD to be able to sign the application
  - If an individual is completing an online application with an ARD for the first time, the Assister may need to call customer service to have the ARD designated prior to submitting the application with the ARD. ARD documents can be uploaded using the document upload process.

**Reminder:** All electronic signatures *must* exactly match the name of the Head of Household, ARD, ARD Organization, or Certified Assister. This includes capitalization, punctuation, and spacing as well as spelling. Any variation in how the name is entered will result in an error message.

### **Viewing / Printing Signature Details**


- The online Application Summary screen will now show a section called “Signed By” with the individual/ARD/ARD Organization that signed the most recent submission of the application
- Signed By details include:
  - **Signed By** - Name entered in the “Electronic Signature” field on the application (Head of Household, ARD, ARD Organization)
  - **Signed On** - The date the application was signed
  - **Portal** – Which portal was used to enter or update the application: Individual (the member portal), Assister (Assister Portal), or Agent (Customer Service)
  - **Application Source** – How the application or updates were received (Phone, Paper, Online, Other)
- The Rights and Responsibilities screen can be viewed and printed after the new/updated application has been submitted

To view/print the Rights and Responsibilities page, which includes the Signed By details:

1. Complete and submit the application
2. Navigate to the Application Summary page. For example:

## 2019 Eligibility Results

[Back to Eligibility Applications](#)

When you see an  roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.

Read through your results below, learn about the programs you qualify for, and look at the proofs we may need you to send us.

Household 1 •

**Eligibility Details**

Date your application was submitted

Federal Poverty Level (FPL) based on your self-reported income

**Program Eligibility**

Name	You qualify for
John Applicant	MassHealth

**MassHealth Eligibility**

Based on your MassHealth income (FPL) you or some of you may qualify for MassHealth. Your MassHealth FPL may be different from the household FPL. You may need to provide more information about your coverage. You may also call the MassHealth Customer Service Center at 1-800-841-2900 (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled).

[Enroll in a MassHealth health plan now](#)

**Important Links**

- Learn more [about the proofs we need](#)
- Learn more [about the programs that you qualify for](#)
- Learn more [about the next steps you will need to take to enroll in coverage](#)

Verification Date = June 26, 2019

[Upload/Manage Documents](#)

[Application Summary](#) [My Account](#)

**Required Proof**

3. Expand the “Signed By” section to display details including

Customer: John Applicant / My Profile **My Eligibility** My Appeals My Enrollments My Assistors My Documents

## Review Application

[Back to Eligibility Result](#)

### Application Summary

You can review your application information below.

Contact Information

Family & Household

Tax Filing Status

Family Income

Additional Information

**Signed By**

Name: John Applicant  
Date and Time: June 26, 2019 at 10:01AM EDT  
Portal: Assister  
Application Source: Online

[Download Rights and Responsibilities](#)

Click to expand the "Signed By" section

4. Click the “Download Rights and Responsibilities” button to download a PDF of the Rights and Responsibilities page.

## Immigration Tool Tips and Update

The online system will display new, informative messages and tool tips for document types and immigration statuses when a household member attests as U.S. Citizen, non-U.S. Citizen or non-U.S. National. Many of the tool tips now provide additional guidance such as more information about the selected document or what specific information needs to be entered it.

### Sample Tool Tips and Messaging

Application Year 2019   Start Your Application   **Family & Household**   Income   Additional Questions   Review & Sign

## John Applicant - Citizenship/Immigration

When you see a star (\*), you must complete the field.  
When you see an , roll over it with mouse or select it by pressing tab with keyboard to get more information.

Is John Applicant a U.S. Citizen or U.S. National? \* 

☐ Yes ☒ No

☒ Check this box if John Applicant has an eligible immigration status: 


A citizen of the United States is:

- an individual who was born in the United States or its territories, including Puerto Rico, the Virgin Islands, Guam, and the Northern Mariana Islands, except if born to a foreign diplomat and who otherwise qualifies for U.S. citizenship under §301 et seq. of the Immigration and Nationality Act (INA) or
- an individual born of a parent who is a U.S. citizen or who otherwise qualifies for U.S. citizenship under §301 et seq. of the INA; or
- a naturalized citizen; or
- a national (both citizen and noncitizen national)
  - Citizen national—a citizen national is an individual who otherwise qualifies as a U.S. citizen under §301 et seq. of the INA.
  - Noncitizen national—a noncitizen national is an individual who was born in one of the outlying possessions of the United States, including American Samoa and Swain's Island, to a parent who is a noncitizen national.

Federal Services will try to prove your immigration status online. Check the box above to see the list of eligible immigration statuses. Choose any status that applies. If your immigration status is not on this list, uncheck the box. To learn more, see the [Member Booklet](#).

If you do not have an eligible immigration status, or do not complete this section, you may get only one or more of the following: MassHealth Standard (if pregnant), MassHealth Limited, the Children's Medical Security Plan (CMSP), or the Health Safety Net (HSN).

Document Type (Select One) \*


☒ Certificate of Eligibility for Nonimmigrant (F-1) Student Status (I-20) 


I-94 Number


Document Expiration Date (MM/DD/YYYY)

Passport Number

Certificate of Eligibility for Nonimmigrant (F-1) Student Status (I-20), you'll need your SEVIS ID from your document. I-20 Certificates of Eligibility for Nonimmigrant Student Status are the documents that support applications for student visa statuses (F-1s or F-2s).

☐ Arrival Departure Record (I-94, I-94A) issued by U.S. Citizenship and Immigration Services 

☐ Arrival Departure Record in unexpired foreign passport 

☒ Unexpired foreign passport 

Unexpired foreign passport, you'll need your passport number, expiration date, and country of issuance from your document. Passports from foreign countries are used when entering the U.S.

You may be able to get a copy of your I-94 information by visiting [www.cbp.gov/I94](http://www.cbp.gov/I94) and entering your information.

**IMPORTANT**  
Please only enter your Foreign Unexpired Passport if you have an eligible immigration status.

For more information on eligible immigration statuses, go to the [Member Booklet](#) and the Health Connector website at [mahealthconnector.org/glossary](http://mahealthconnector.org/glossary).

If you do not have an eligible immigration status, or do not complete this section, you may get only one or more of the following: MassHealth Standard (if pregnant), MassHealth Limited, the Children's Medical Security Plan (CMSP), or the Health Safety Net (HSN).

I-94 Number

Passport Number \*

Refugee Travel Document (I-571), you'll need your alien registration number (also called USCIS number) from your document.

Refugee Travel Documents (or I-571s) may be issued to refugees and asylees for travel purposes. These permits should be located in multi-purpose booklets called "U.S. Travel Documents."

☒ Refugee Travel Document (I-571) ⓘ

Alien Number \*
Document Expiration Date (MM/DD/YYYY)

A#

### **Update – I-94 Format**

The Department of Homeland Security (DHS) began using I-94 numbers in alphanumeric (letters and numbers) format on May 13, 2019. New I-94 numbers now have both letters and numbers in them. They are still 11 characters long and have a letter in the 10<sup>th</sup> position: Example: 11111111**B**1. The change only impacts individuals issued I-94 numbers *after* May 13, 2019. The online system accepts both the number and alphanumeric format.