

Anticipating Changes to MassHealth

Preparing today to ensure coverage tomorrow



Our Proactive Approach:



DIRECT COMMUNICATION & EDUCATION

- Notify individuals about anticipated MassHealth changes
- Share enrollment, renewal, and recertification information
- Provide reminders about deadlines and required documentation
- Offer individualized guidance and answer questions

OUR GOAL: ENSURE EVERYONE UNDERSTANDS WHAT ACTIONS ARE NEEDED TO MAINTAIN COVERAGE.



CAC-CERTIFIED ENROLLMENT SUPPORT

- Team members are becoming Certified Application Counselors (CACs) to support individuals with:
- Applying for coverage
- Renewing or recertifying coverage
- Understanding eligibility requirements
- Completing applications and submitting documentation
- Navigating coverage notices and changes

OUR GOAL: PROVIDE TRUSTED ONE-ON-ONE ENROLLMENT ASSISTANCE.



ADDRESSING BARRIERS TO COVERAGE

- Identify individuals who may have difficulty receiving mail
- Assist with updating contact information
- Explore reliable mailing and communication alternatives
- Provide reminders about important deadlines and renewal notices
- Offer individualized support to complete required forms

OUR GOAL: REDUCE THE RISK OF LOSING COVERAGE BECAUSE IMPORTANT COMMUNICATIONS ARE MISSED.



EDUCATION, EMPLOYMENT & VOLUNTEER OPPORTUNITIES

- Identify educational and vocational training programs
- Explore volunteer and community service opportunities
- Connect individuals with workforce development resources
- Partner with local community organizations
- Support understanding of available exemptions and accommodations

OUR GOAL: HELP INDIVIDUALS ACCESS MEANINGFUL OPPORTUNITIES THAT SUPPORT INDEPENDENCE AND COMMUNITY ENGAGEMENT.

WE ARE COMMITTED TO KEEPING INDIVIDUALS COVERED THROUGH PROACTIVE COMMUNICATION, ENROLLMENT SUPPORT, AND EFFORTS TO ADDRESS BARRIERS. TOGETHER WE WILL ENSURE A HEALTHIER TOMORROW FOR EVERYONE!

CONTACT STEPHANIE.LEWIS@OPENSKYCS.ORG WITH QUESTIONS

Open Sky
COMMUNITY SERVICES