

Tips for Applying to MassHealth and CommonHealth

If you need any help, call MassHealth
Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648).

How do I apply for MassHealth?

- Go to the MassHealth website: www.mass.gov/MassHealth. Print and fill out a form called the Medical Benefit Request or "MBR", OR,
- Call MassHealth Customer Service at 1-800-841-2900 (TTY 1-800-496-4648) to receive an MBR by mail.
- If you have questions or need help filling out the MBR, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648).
- Once you have filled out the MBR, mail it with proof of family income, citizenship and identity to:
MassHealth Enrollment Center – CPU
P.O. Box 290794
Charlestown, MA 02129-0214

CHECKLIST:

Documents to send to MassHealth

- Filled out MBR
- Proof of family income†
- Proof of citizenship‡
- Proof of identity‡

Keep a copy of your entire application package for your records.

How do I apply for CommonHealth?

- Follow the steps above to get a Medical Benefit Request (MBR).
- When you fill out the MBR:
 - Be sure to answer "yes" to the question: "Does the person have a disability?"
 - Be sure to fill out the blue Supplement A: Injury, Illness or Disability Questions form, for the child with a disability.
- If you have questions or need help completing the MBR or the Supplement A form, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648).
- Once you have filled out the forms, send them with proof of family income, citizenship and identity to:
MassHealth Enrollment Center – CPU
P.O. Box 290794
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MassHealth sends this information to UMass/Disability Evaluation Service. They will review your child's disability request for MassHealth. The disability review process can take up to 90 days.

Can I do anything to help speed up the disability review process?

Yes, these steps will speed up the process:

I. When you get the MBR, ALSO download or ask for these two forms:

- MassHealth Child Disability Supplement
This form tells us about your child's medical and mental health providers, daily activities, and educational background. If your child is 18 or older, you need to fill out the MassHealth Adult Disability Supplement* form. Also, if you have any of the following, send a copy with this form:
 - Your child's medical records;

- Individualized Family Services Plan (IFSP);
- Individualized Educational Plan (IEP), testing; or
- Other records that describe your child's condition(s).

If you need help filling out this form, you can call the UMass/Disability Evaluation Services Help Line at 1-888-497-9890.

- MassHealth Medical Records Release Form –

This form gives the Disability Evaluation Services Unit permission to contact your child's health providers for more information about your child's medical condition(s). This information helps decide if your child is disabled under state and federal law. Fill out one form for each health provider by name. If your child is in Early Intervention or has an IEP or 504 plan at school, fill out a release form for these providers/teachers as well.

To expedite the process, send these documents along with the MBR in one package to:

MassHealth Enrollment Center – CPU
P.O. Box 290794
Charlestown, MA 02129-0214

After you have sent in this information, a staff member from the UMass/Disability Evaluation Service may contact you if more information is needed.

2. Follow-up with your child's medical or mental health providers

Make sure your child's medical or mental health providers have sent information to the UMass/Disability Evaluation Service.

CHECKLIST: Documents to send to MassHealth to Apply for CommonHealth

- Filled out MBR
- Filled out Supplement A
- Proof of family income†
- Proof of citizenship‡
- Proof of identity‡
- Filled out MassHealth Child Disability Supplement
- Filled out MassHealth Medical Records Release Form(s)
- Copies of records that describe your child's condition, such as medical records, an Individualized Educational Plan (IEP), an Individualized Family Services Plan (IFSP), psychological testing results.

Keep a copy of your entire application package for your records.

† Provide a copy of two recent pay stubs. You do not have to send proof of social security or SSI income. If you have questions, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648).

‡ Click link for more **information** or see "U.S. citizenship/national status and identity requirements for MassHealth/Commonwealth" found in the MassHealth Member Booklet on Page 28. You only need to send proof of citizenship for the family member who is applying to MassHealth. If you still have questions, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648).

*For youths between 18 and 21 years old certain work requirements may apply. Click link for more **information** or see "MassHealth CommonHealth" found in the MassHealth Member Booklet on Page 10. If you still have questions, call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648).