

MASSHEALTH PREMIUM ASSISTANCE PROGRAM

END OF MHPA FREQUENTLY ASKED QUESTIONS

What happens if I am graduating or not returning to my college or university?

If you are graduating, not returning or not eligible for the 2019-2020 SHIP you will not be able to participate in the MassHealth Premium Assistance (MHPA) Program. There are steps you will need to take to avoid being uninsured.

What do I need to do when my SHIP ends?

Prior to your SHIP's end date, you should contact MassHealth customer service at 1-800-841-2900 to discuss your most recent eligibility determination and to inquire if you still qualify for MassHealth benefits.

How will my MassHealth change once my SHIP ends?

When your SHIP plan ends, **if your MassHealth is active** it will become your primary health insurance coverage.

- If you have any questions about the status of your MassHealth eligibility or any outstanding requests for information, you should contact MassHealth customer service at 1-800-841-2900 before your SHIP ends.
- MassHealth will mail you an enrollment package approximately 10 days after your SHIP ends. You will be able to select a MassHealth Accountable Care Organization (ACO) plan that works for you.
- Review all options carefully to ensure that the plan you choose offers the best provider network that suits your needs. Visit <https://www.masshealthchoices.com/> or call MassHealth customer service at 1-800-841-2900 for more information about ACO enrollment. **Please note, you have a limited plan selection period.**
- If your MassHealth is active and you don't respond to the ACO enrollment documents, **MassHealth may auto-assign a plan that may not meet your benefit or geographical needs.**
- If your MassHealth is active, you can use your MassHealth coverage by showing your MassHealth card when visiting a MassHealth provider or picking up a prescription while you evaluate your ACO options.

When my SHIP ends, will I be able to see the same providers and receive the same services as I did when I had the SHIP?

After your SHIP ends, **if your MassHealth is active** it will become your primary insurance. Visit <https://www.masshealthchoices.com/> to find out if your provider accepts MassHealth or your ACO.

- If you have been seeing a provider who currently only accepts your SHIP, and does not accept MassHealth or your ACO, you will need to find a new provider that accepts MassHealth or you ACO.
- Any prior authorizations under your SHIP plan will end when your SHIP ends.

If I am no longer eligible for MassHealth, what are my options?

- You may be eligible for a subsidized health plan through the Massachusetts Health Connector or you may be able to purchase a health insurance plan through the Massachusetts Health Insurance Connector. Go to <https://www.MAHealthConnector.org> or call 1-877-MA-ENROLL (1-877-623-6765) to learn more.
 - You may be eligible to enroll as a dependent on your parent's insurance plan. Please discuss this option with your parents and/or their health plan administrator.
 - If you are employed, you may be able to enroll in your employee benefits program. Please contact your employer to learn more.
 - If you are attending another college or university you may be eligible for your new school's SHIP.
- It may take you several weeks to complete the enrollment process, so begin your search now.

What if I have more questions?

Please contact MassHealth SHIP Premium Assistance at 1-855-273-5903.