



Massachusetts Health Care Training Forum

NOTICE

May 19, 2020

Important Update about MassHealth's Student Health Insurance Plan (SHIP) Premium Assistance (PA) Program

Important Information Regarding the End of the SHIP Premium Assistance Program

MassHealth is ending the Student Health Insurance Plan (SHIP) Premium Assistance (PA) Program at the end of the 2019-2020 academic year, in order to prevent all students receiving health care coverage through their school's SHIP from experiencing untenable premium increases. Approximately 28,000 MassHealth members will be transitioning out of the program in July, August, and September of 2020.

MassHealth will continue to provide support and assistance to students during this transition.

- All students participating in SHIP PA for academic year 2019-2020 received a notice from MassHealth in April 2020 informing them that the SHIP PA Program will no longer be available for academic year 2020-2021. The notice will provide contact information for questions on general SHIP PA information, MassHealth Health Plan selection, and MassHealth eligibility.
- Students may contact the **MassHealth SHIP PA customer service at (855-273-5903)** with any questions on current SHIP coverage or if additional information is needed for the transition into academic year 2020-2021.
- Customer support is also available for participating colleges/universities through the MassHealth SHIP PA line to assist during the transition process.

When the current SHIP health care coverage ends at the end of academic year 2019-2020 (July-September 2020), MassHealth will continue to provide full coverage for eligible students.

- MassHealth-eligible students will receive a MassHealth Health Plan Selection Package approximately 10 days after their current SHIP policy ends.
 - MassHealth-eligible students will have the option to enroll in their choice of [MassHealth's health plans](#).
 - When selecting a MassHealth health plan, students should consider the doctors that are most important to them and the provider network of their doctors. Click [here](#) to learn more about how to choose a health plan.

How can students confirm their MassHealth eligibility?

Students can confirm their MassHealth eligibility by using one of the following:

- Students seeking information about their MassHealth eligibility can dial (800) 841-2900 and select Self-Service from the menu option. The MassHealth Self-Service System lets members...
 - Verify their MassHealth coverage or health plan coverage
 - Request an application
 - Confirm transportation benefits (PT-1 form)
 - Get premium billing information
 - This service is available 24 hours a day, seven days a week.
- Students can login to their [Mahealthconnector.org](#) account to verify their MassHealth eligibility and learn about their MassHealth coverage type. Students can learn more about how to access their account by going to [mahealthconnector.org](#).
- Or if MassHealth students need to speak with someone after their SHIP policy ends, have questions about available options, provider networks, their MassHealth eligibility, or how to access their mahealthconnector.org account, they can speak with our Customer Service representatives. MassHealth Customer Service can be reached at (800) 841-2900 (TTY: 1-800-497-4648), and are available Monday through Friday from 8 a.m. until 5 p.m.

Sincerely,

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