

## How to Coordinate your MassHealth Benefits with your Student Health Plan

- You must always show **BOTH** your student health insurance ID card along with your MassHealth ID card whenever you obtain health care services from a doctor, clinic, hospital, emergency room, pharmacy, dentist, or any other provider.



Sample MassHealth ID Card



Sample Student Insurance Card

- To obtain a new MassHealth card, you may call MassHealth customer service at 800-841-2900 and listen to the voice prompts:
  - Press 1 MassHealth Member
  - Press 3 Requesting a New MassHealth Card
  - Press 2 Order a new Card
  - Press 1 Enter SSN/MassHealth
- You must use your student health insurance first as primary insurer and follow the student health insurer's policies for referrals or authorizations before accessing your MassHealth coordinated benefits.
- MassHealth will pay for out-of-pocket costs for MassHealth covered services if you obtain services from a provider who is *both* in the school plan's network and is a MassHealth provider. This includes expenses such as student health plan deductible, co-pays, or co-insurance amounts.
- If you use non-MassHealth providers, you may be responsible to pay up front for out-of-pocket expenses such as student health plan deductible, co-pay, or co-insurance amounts. If the provider is a SHIP plan in-network provider but not a MassHealth provider, a special reimbursement option is available for MassHealth covered services. Please call 1-855-273-5903 with questions.
- You can search for MassHealth providers at <http://www.mass.gov/eohhs/consumer/insurance/masshealth-member-info/find-a-provider-or-doctor.html> or call MassHealth Customer Services at 800-841-2900.
- Enrollment in student health insurance coverage does not change your current MassHealth benefits but will change *how* those benefits are received.
  - If you were receiving your MassHealth through a MassHealth managed care plan (MCO) (such as Neighborhood Health Plan, BMC Health Net, Tufts Health Together, CeltiCare, or Fallon) you will be disenrolled from the MassHealth MCO once active on your student health plan. An MCO termination notice will be mailed to your address that MassHealth has on record when this happens.
  - Any prior approvals for services or medication that you may have had while on a MassHealth MCO will not carry over to the student health plan. You should contact your providers to let them know your insurance has changed and to determine if a new prior approval is required for your student health plan.

**Please call SHIP Premium Assistance at 1-855-273-5903 with any questions.**