



Important Message from MassHealth: Failure to Pay Premiums

MassHealth and Children's Medical Security Plan (CMSP) members are required to pay their monthly premiums in full within 30 days of receipt of their monthly statement. Active members in a premium paying category of assistance with a balance that is over 60 days past due are subject to termination of their MassHealth/CMSP benefits. Please read this important regulation - [Failure to Pay MassHealth Premiums](#).

If you have any questions about the information in this bulletin, please contact MassHealth Customer Services at (800) 841-2900, e-mail your inquiry to providresupport@mahealth.net, or fax your inquiry to (617) 988-8974.

Contact Us:

Phone: 508-856-4306
E-mail: mtf@umassmed.edu
Website: www.masshealthmtf.org

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Important Notice

In accordance with Commonwealth of Massachusetts Executive Office of Health and Human Services (EOHHS) regulations at 130 CMR 506.011(B) and (C), MassHealth and Children's Medical Security Plan (CMSP) members are required to pay their monthly premiums in full within 30 days of receipt of their monthly statement. ***Active members in a premium paying category of assistance with a balance that is over 60 days past due are subject to termination of their MassHealth/CMSP benefits.***

In compliance with the above regulations, beginning in June 2008, MassHealth is implementing a systems enhancement to regularly close members who fail to pay their premiums in accordance with the regulations. Members will begin to lose their MassHealth/CMSP benefits for failure to pay premiums on June 13, 2008.

How have members been informed of the risk of termination due to non payment of premium?

Members determined eligible for MassHealth and CMSP who are assessed a monthly premium receive an approval notice that includes their monthly premium amount. Once enrolled, members receive a monthly statement that indicates the current amount due and any past due balances. When premium payments are past due, members are informed that they may lose their MassHealth/CMSP benefits. Members with past due balances receive messages on each monthly statement and a special letter when a premium has been outstanding for 60 days.

MassHealth makes every effort to help members avoid a loss of their benefits. In each monthly statement, members with past due premiums are encouraged to contact MassHealth Customer Services to request a payment plan for past due premiums or a Hardship Waiver application.

Will MassHealth provide additional support to members during the transition to the new systems enhancement?

During the month of June 2008, MassHealth will place active members currently paying a premium with balances over 60 days past due as of June 1, 2008 on a payment plan. The payment plan provides the member additional time to pay the past due premiums while retaining benefits. To continue their benefits, members on a payment plan are required to pay their current month premium due and the payment-plan payment due each month. Members who do not pay their payment-plan payment in full by the due date on their invoice will be closed.

How will members know they have been placed on a payment plan?

Members who have been placed on a payment plan in June 2008 will receive a special yellow insert in their June premium statement. The insert explains that MassHealth has placed the member on a payment plan so they can pay their past due balance. The insert also explains that the member must pay the full amount due (current month invoice and payment-plan payment due) in order to avoid loss of benefits.

What do members need to do?

Members need to be attentive to all MassHealth communications and contact MassHealth Customer Services if they need clarification of any written communications. Verbal explanations of communications can be provided in the member's language.

Members need to pay their monthly payment-plan amount as well as each month's current premium amount and inform MassHealth promptly of any changes in their circumstances. Changes such as lost or decreased earnings may result in reduction of future premium.

How can you help members retain their benefits?

Encourage members to read and respond to all MassHealth mailings. Help reiterate the message that failure to pay their premiums on time will result in termination of their benefits. Direct members to MassHealth Customer Services at 1-800-841-2900 if they have specific questions or new information to report.

MassHealth is making every effort to minimize the number of members who lose their benefits due to non-payment of premiums while adhering to EOHHS regulations. Your support as we implement this systems enhancement and work with members to ensure they understand and adhere to program requirements is greatly appreciated.

If you have any questions about the information in this bulletin, please contact MassHealth Customer Services at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.
