

**<<INSERT PROVIDER OFFICE   
LOGO HERE>>**

[Date]

[Name of head of household]

[Address]

[City, state, zip]

**<< Patient name>>, your healthcare coverage may be ending.**

Dear **<<PATIENT/HEAD OF HOUSEHOLD NAME>>**:

Most MassHealth members must renew their coverage each year through a process called redetermination.

It is important that you renew your MassHealth coverage so that you can keep seeing us for preventive screenings and vaccines, and for any extra care you need if you get sick.

**If you receive a letter from MassHealth in a blue envelope, follow all instructions and submit your renewal by the deadline to keep your coverage.**

Please also be sure to share any new contact information with MassHealth.

If you are under 65, you can do so at mahix.org/individual so that you receive renewal reminders. If you don’t have an account at mahix.org, you can call MassHealth Customer Service at 844-365-1841 to create one.

**Ways You Can Renew Your Coverage**

* **Online** atMAhealthconnector.org. This is the fastest and easiest way to renew.
* **Over the phone** at 800-841-2900 (TTY: 800-497-4648) with a MassHealth Representative
* **Virtually or in person** via an appointment at a MassHealth Enrollment Center.
  + Make an appointment at: mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative
* **Over the phone or in person** with an enrollment assister
  + Find an assister at my.mahealthconnector.org/enrollment-assisters
* **On paper** using the application that came in the mail from MassHealth

If you no longer qualify for MassHealth, you may still get help paying your monthly healthcare costs on a Health Connector plan. Find out if you qualify at MAhealthconnector.org. WellSense offers several low-cost Health Connector plans.

If you miss your renewal deadline or have eligibility questions, please contact MassHealth Customer Service as soon as possible at 800-841-2900 (TTY: 800-497-4648).

For benefits questions, please call your health insurance company, WellSense Health Plan, at 888-566-0010 (TTY: 711).

Regards,

**<<Provider Office>>**