



# **Need health insurance? Know your options.**

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# Today's topics:

- 1 Overview of the Massachusetts Health Connector
- 2 Getting coverage through Health Connector
- 3 Getting help
- 4 Key takeaways
- 5 Helpful resources



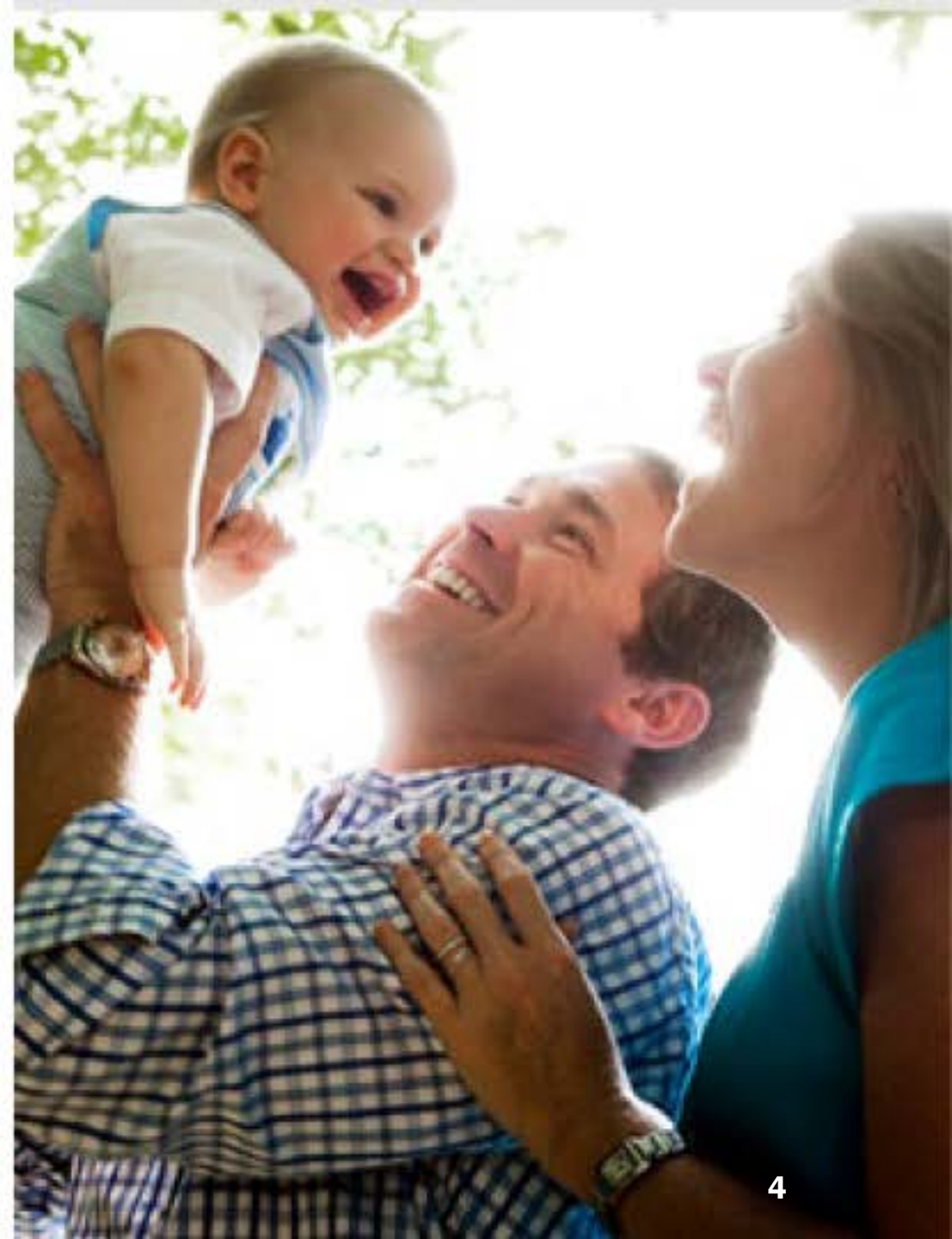
# **Overview of the Massachusetts Health Connector**

## **What is the Health Connector?**

# What is the Health Connector?

**The Massachusetts Health Connector is the State's health insurance Marketplace. It offers individuals, families, and small employers access to affordable health insurance coverage.**

- People who don't get health insurance through their job or other sources may apply
- Many people who apply qualify for help paying for coverage
- People can also buy dental insurance through the Connector



# Health Connector Plans

All the plans sold through the Health Connector meet state and federal standards for coverage

## Qualified health and dental plans

Choose from a variety of plans in your area from the leading insurance companies in Massachusetts

## Catastrophic plans

Available to those under 30 or with a hardship exemption

## Health plans with Advance Premium Tax Credits (APTC)

People with incomes in a certain range can qualify for tax credits to reduce their cost of monthly premiums

## Dental plans

For individuals, children, families, and small employers; including pediatric-only plans and plans with lower and higher deductibles

## ConnectorCare plans

People in lower income ranges who meet other eligibility requirements may qualify for low- or no-cost health insurance coverage



# **Overview of the Massachusetts Health Connector**

**Who can apply?**

# Applying through the Health Connector

## You should apply if you:

- Live in Massachusetts
- Are a U.S. citizen, U.S. national, or are otherwise lawfully present in the U.S.
- Don't have health insurance

## You should not apply if you:

- Are enrolled in Medicare, MassHealth (Medicaid), or other public health coverage
- Are offered affordable, comprehensive health insurance from an employer
- Are in jail



# **Overview of the Massachusetts Health Connector**

**When can you enroll?**



# Open Enrollment

**Open Enrollment is the time when you can apply for new coverage for the coming year or renew your coverage or shop for a new plan.**

- The Health Connector's Open Enrollment is usually from **November 1** through **January 23**
  - If you need coverage sooner, apply right away to find out if you have a qualifying event that lets you enroll sooner with a special enrollment period
  - During Open Enrollment, you can review the available health plan choices for coverage to start as early as **January 1**
- This year Open Enrollment has been extended
- For all Health Connector plans, your health or dental coverage can start as early as the first day of the month after you enroll

# Special enrollment period and qualifying events

**A special enrollment period is a time outside of the open enrollment period when you may qualify to enroll in health coverage through the Health Connector.**

- A special enrollment period lasts for 60 days after certain qualifying events such as:
  - Getting married
  - Changes in household size, such as having or adopting a child
  - Newly qualifying for ConnectorCare
  - Loss of other health coverage such as loss of job-based insurance, COBRA coverage ending, or loss of MassHealth coverage
  - Moving to Massachusetts
  - Moving within Massachusetts to an area with other plan choices
- Learn more about [qualifying events](#)



## **Getting coverage through the Health Connector**

### **Applying for coverage**

# What should you know about applying?

## Here's what to know:

- There are 3 ways to apply:
  1. Online at [MAhealthconnector.org](https://MAhealthconnector.org) (Spanish: [mahealthconnector.org/es/](https://mahealthconnector.org/es/))
  2. By phone
  3. With the help of a partner community organization or health center
- There is **one** application to find out if you qualify for coverage through Health Connector, including help paying for coverage or for coverage through MassHealth (Medicaid)
- You will get letters from Health Connector and MassHealth that tell you your next steps

# What do you need to apply?

## You will need:

- Social Security numbers for everyone applying, if they have one
- Immigration documents for all non-U.S. citizens who are applying, if they have one. Learn more about [immigration documents](#)
- Recent pay information, if you have it, such as:
  - Copies of your last two pay stubs
  - Your unemployment amount (monetary determination) if you are collecting unemployment
  - Information about your current income if you didn't file taxes last year or your income has changed since last year
- If you don't have all the information above give us what you have, and we'll send you a letter asking for more information if we need it

# Application for individuals and families

Apply online at  
[MAhealthconnector.org](https://MAhealthconnector.org)

Spanish  
[MAhealthconnector.org/es/](https://MAhealthconnector.org/es/)

One application for the  
Health Connector, help paying,  
and MassHealth

MASSACHUSETTS HEALTH CONNECTOR | MassHealth | My Cart: 0

## Start your Application for Health Coverage

[Apply Now](#)

**Sign In**  
Please sign in if you have an account.

[Sign In](#)

**WARNING**  
This system may contain Government information, which is restricted to authorized users ONLY. Unauthorized or improper use of this system may result in civil and criminal penalties. Your use of the system is subject to monitoring to detect potential fraudulent and abusive behavior. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

[Don't have an account?](#)  
[Create an Account](#)

**See What You May Qualify For**  
Your Zip Code  
Coverage Start Date  
June 01, 2020

Do you want to check to see if you are eligible for help paying for costs?  
 Yes  No

[Start Now](#)

**Welcome to the Massachusetts Health Connector**  
The Massachusetts Health Connector is the state's Marketplace for health and dental insurance. Before your get started, be sure to check the Help Center for information, guides, and where to find free, in-person help near you. Click "Get Assistance" or go to

**Preview Health and Dental Plans and Prices**  
Before you apply for coverage, you can see health and dental plans and prices available in your area. The premiums (costs of plans) you see do not include Advance Premium Tax Credits or other savings. You will need to fill out an application to see if you qualify for help paying for costs.

[Preview Plans](#)

**Important Dates**  
**2020 Open Enrollment**  
November 01, 2019 - January 23, 2020  
**Health Connector Payment Due Date**  
May 23, 2020

# How do you enter income if you're unemployed?

**When you complete an application, you'll be asked about your current income and your estimated income for the year.**

- Enter your current income as it is right now, including unemployment income
- Then enter your expected yearly income based on what you think you'll make over the course of the year
- When entering your yearly income:
  - Consider how much you earned so far this year
  - Add any unemployment, including the extra \$300 per week you may be receiving
  - If you think you will be returning to work later this year, include what might be earned
- If your income changes later, update your income information so it is as correct as possible

# Keep your income and application up to date

- Remember to update your income if your employment situation changes.  
Keeping your income information as accurate as possible helps make sure you:
  - Get the right amount of help paying for health and dental insurance
  - Have a lower risk of owing money to the IRS when you file taxes next year
- If you get Advance Premium Tax Credit (APTC), you can always adjust the amount you take by clicking on the Change Tax Credit link from the Find a Health Plan page of your application
  - If you adjust the slider tool to take **less** APTC, your monthly premium would be higher, but you might owe less to the IRS when you file your taxes



# Sample: Find a Health Plan page

From the “Find a Health Plan” page, click “Change Tax Credit.”

Application Year: 2021   Shop & Enroll   **Health Plan Shopping**   Dental Plan Shopping   Check Out

Find a Health Plan  
Noah CE

Plan Finder Tool ▾

Use our Plan Finder Tool to see which plans include your preferred providers, facilities, and prescription drugs.

Plan Finder Tool

Quick Filters ▾

Plan Quick Filters  
Use the filters below to narrow your plan search results.

Reset All   Apply Filter

MONTHLY PREMIUM ⓘ

## Find a Health Plan

The monthly premium shown below has been reduced by an Advance Premium Tax Credit of \$117.<sup>00</sup>. You are eligible for an Advance Premium Tax Credit of up to \$117.<sup>00</sup>. For individuals eligible for Catastrophic Health Plans, premium amounts do not reflect any Advance Premium Tax Credits as Catastrophic Health Plans are not eligible to receive tax credits.

[Change Tax Credit](#) ⓘ

Compare 0 Plans

Sort By: Monthly Premium - Low to High ▾   Go

Back

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MONTHLY PREMIUM   CARRIER AND PLAN DETAILS   ANNUAL DEDUCTIBLES ⓘ   MAX. OUT-OF-POCKET COST ⓘ

# Sample: Change Tax Credit tool

Move the slider to the left to take less APTC. When the slider is all the way to the right, you are taking the full amount of APTC available to you.

## Change Tax Credit ✕

You qualify for an Advance Premium Tax Credit of up to per month to help lower your premium. You can choose to use all of this tax credit for lowering your monthly premiums, or take less than the full amount. If you take less than the full amount of tax credit, your monthly premium will be higher. Use the slider bar below to choose the amount of your tax credit you would like to apply to your monthly premium.

An Advance Premium Tax Credit applied for the selected \$100.<sup>00</sup>

**Note:** Your Advance Premium Tax Credit might have been reduced based on the selected health plan EHB portion for premium

If you have a Health Reimbursement Account (HRA) through your employer, you may want to adjust the amount of Advance Premium Tax Credit that is applied to your premium. [Learn More.](#)

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Amount of Credit Noah CE, Would like to apply to their Monthly Premium

\$100.<sup>00</sup>

\$0<sup>00</sup>

\$117.<sup>00</sup>

Monthly Premium With Current Monthly Credit Applied:  
Monthly Premium With New Amount of Monthly Credit Applied: \$266.<sup>08</sup>

Cancel Save and Continue



# **Getting coverage through the Health Connector**

## **Getting help paying**

# There are two kinds of help paying you can get through the Health Connector

## Advance Premium Tax Credits (APTC)

- Lowers the premium amount you pay each month
- The IRS sends your tax credit directly to your insurance company, so you'll pay less each month
- You can apply some or all your tax credit to your monthly premium payment

## ConnectorCare Program

- Uses federal Advance Premium Tax Credits (APTC) + MA state funds that help reduce the premium amount you pay each month
- Has low monthly premiums, low out-of-pockets costs, and no deductibles
- Depending on the plan type you qualify for, you could choose a plan for as low as \$0 up to \$130 per month (see slides at end of presentation)

# Who qualifies for help paying for health insurance?

## You may qualify for help paying if you:

- Shop through the Massachusetts Health Connector
- Have income that is 400% of the Federal Poverty Level (FPL) or lower
- Live in Massachusetts
- Are a U.S. citizen, U.S. national, or are otherwise lawfully present in the U.S.

## You won't qualify for help paying if you:

- Get coverage through Medicare, MassHealth (Medicaid), or other public health insurance programs
- Are offered affordable, comprehensive health insurance from an employer
- Are in jail

# What are the income guidelines to get help paying from the Health Connector?

**Current Federal Poverty Level (FPL) guidelines are used to decide what type of help is available.**

- Income guidelines for ConnectorCare and APTC are different

Household size	ConnectorCare 300% FPL	APTC 400% FPL
1	\$38,280	\$51,040
2	\$51,720	\$68,960
3	\$65,160	\$86,880
4	\$78,600	\$104,800
	<i>For each additional person add \$13,440</i>	<i>For each additional person add \$17,920</i>



## **Getting coverage through the Health Connector**

### **Choosing a plan and enrolling**

# How do you choose the right plan?

**Once you know what you qualify for, your next step is to shop for a plan.**


- The Health Connector has tools where you can enter your provider and medication preferences to find plans and pricing
- Before applying you can:
  - Compare plans based on provider and medication preferences using the [Plan Comparison Tool](#)
  - Find pricing from leading Massachusetts insurance companies with the “Preview Plans” button on the [application home page](#)
- Those who qualify for ConnectorCare won’t see cost savings displayed from this tool




From your online application, enter “Your Preferred Providers and Facilities” and “Your Prescription Drugs” to compare your plan choices.

*When you see a star ( \* ), you must complete the field.*

Our Plan Finder Tool can help you find a health and/or dental plan that meets your needs. If you want help finding a plan, select "Yes, I want help finding a plan" to include the following in your plan search:

 **Your Preferred Providers and Facilities**

This tool shows which health and/or dental plans accept your preferred providers (such as doctors and dentists), facilities (such as hospitals and health centers), or both.

 **Your Preferred Prescription Drugs**

This tool shows which health insurance plans cover your prescription drugs (medications).

Do you want to use the Plan Finder Tool? \*

Yes, I want help finding a plan

No. Skip to Plan Shopping

Which search tools do you want to use to shop for a plan? (you can choose just one or both tools) \*

My Preferred Providers and Facilities

My Preferred Prescription Drugs

Note : Please make sure that you include the tool(s) you want to use. If you decide you no longer want to use the tool, you can skip to plan

Your preferences are included as part of your search results on the “Find a Health Plan” page. You can also filter and sort your results further.

Application Year: 2021   Shop & Enroll   **Health Plan Shopping**   Dental Plan Shopping   Check Out

Find a Health Plan  
Noah CE

Quick Filters ▾

Plan Quick Filters  
Use the filters below to narrow your plan search results.

Reset All   [Apply Filter](#)

Providers

- Helen K Wu
- Robert M Blanton

[Add/Modify Providers](#)

Facilities

- MGH North End Waterfront Health - New

## Find a Health Plan

Compare 0 Plans

Sort By: Best Match   [Go](#)

[Back](#)

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MONTHLY PREMIUM	CARRIER AND PLAN DETAILS	ANNUAL DEDUCTIBLES ⓘ	MAX. OUT-OF-POCKET COST ⓘ	
\$515. <sup>02</sup>	<b>TUFTS</b> Standard High Bronze HSA: Premier Bronze Saver 3600 HMO/BRONZE	Individual <b>\$3,600</b> Family <b>\$7,200</b>	Individual <b>\$7,000.<sup>00</sup></b> Family <b>\$14,000.<sup>00</sup></b>	<a href="#">Add To Cart</a>
	<a href="#">See Plan Details</a>			
	<a href="#">Additional Information from Tufts Health Plan</a>			



If you are required to make a payment, it must be received by the 23<sup>rd</sup> of the month, before enrollment is considered complete. Submit your online payment by clicking **Make a Payment** on the “My Enrollments” page.


# My Enrollments



**Important:** You chose a Health Connector health plan and are now able to pay and complete your enrollment. Click the **Make a Payment** button below to pay online.


## Make a Payment


Pay your monthly health or dental premium online. Payments are due to the Health Connector by the 23<sup>rd</sup> of each month.  
[Learn more about paying your premium bill](#)

Application Year: 2021  

Future Enrollment(s) 

Health Insurance Plan 





**Getting help**

**Customer service and community partners**

# Where can you get help enrolling in health insurance coverage?

Free enrollment assistance is available through the Health Connector customer service and across Massachusetts through community partner organizations.

## Customer Service

- 1-877-MA-ENROLL ([1-877-623-6765](tel:1-877-623-6765)), or TTY 1-877-623-7773 for people who are deaf, hard of hearing, or speech disabled
- For information about hours, days of operation, and more go to the [Health Connector Customer Service Call Center](#)

## Community Partners

- Trained and certified Navigators and Certified Application Counselors, who speak many languages, can help you from application through enrollment into health insurance plans
- They can answer questions about eligibility, the application, payments, plan details, and health care reform rules and requirements
- It is recommended that you call ahead to schedule an appointment for help
- To find help in your language go to [Get Free Help Near You](#)



## **Key takeaways**

## **Reminders and details**

# Reminders and details about shopping and enrollment

- Losing your employer coverage is considered a qualifying life event, giving you a special enrollment period for enrolling through the Health Connector
- Be sure to apply and compare your options through the Health Connector within 60 days of losing your employer coverage
- You can apply for coverage online or by phone or with the help of an Assister
- Some people will get an automatic special enrollment period to shop and enroll right away

# Reminders and details about shopping and enrollment (continued)

- If you apply online and cannot shop for a plan, call Health Connector customer service for help
- You need to apply, enroll, and pay your first premium by the 23rd of the month before your coverage can start (for example, enroll and pay by **February 23rd** for coverage to start on **March 1**)
- You can also choose to have your coverage start on the 2nd month after you enroll
- You can get free help applying and choosing a plan through the Health Connector's customer service and enrollment Assistors across Massachusetts. Call today to make an appointment for help!



# Questions





**5**

## **Helpful resources**

# What are the income guidelines to get help paying from the Health Connector?

Current Federal Poverty Level (FPL) guidelines used by the Health Connector

## 2020 FEDERAL POVERTY LEVEL (FPL) GUIDELINES

Household size	ConnectorCare Plan Type 1 & 2A (0-150% FPL)	ConnectorCare Plan Type 2B (150-200% FPL)	ConnectorCare Plan Type 3A (200-250% FPL)	ConnectorCare Plan Type 3B (250-300% FPL)	Tax credit only (300-400% FPL)
1	up to \$19,140	\$19,141-\$25,520	\$25,521-\$31,900	\$31,901-\$38,280	\$38,281-\$51,040
2	up to \$25,860	\$25,861-\$34,480	\$34,481-\$43,100	\$43,101-\$51,720	\$51,721-\$68,960
3	up to \$32,580	\$32,581-\$43,440	\$43,441-\$54,300	\$54,301-\$65,160	\$65,161-\$86,880
4	up to \$39,300	\$39,301-\$52,400	\$52,401-\$65,500	\$65,501-\$78,600	\$78,601-\$104,800
For each extra person, add:	\$6,720	\$8,960	\$11,200	\$13,440	\$17,920
<b>Lowest monthly premium for ConnectorCare</b>	<b>\$0</b>	<b>\$46</b>	<b>\$89</b>	<b>\$133</b>	<b>Tax credit amount varies</b>

# Examples of ConnectorCare plan premiums and benefits

Lowest cost ConnectorCare Plan Premiums in 2021					
	Plan Type 1	Plan Type 2A	Plan Type 2B	Plan Type 3A	Plan Type 3B
Lowest Cost Plan	\$0	\$0	\$46	\$89	\$133

ConnectorCare Benefits & Co pays				
Plan Type		Plan Type 1	Plan Types 2A & 2B	Plan Types 3A & 3B
Medical Maximum Out-of-Pocket (Individual/ Family)		\$0	\$750/\$1,500	\$1,500/\$3,000
Prescription Drug Maximum Out-of-Pocket (Individual/ Family)		\$250/\$500	\$500/\$1,000	\$750/\$1,500
Preventive Care/Screening/Immunization		\$0	\$0	\$0
Primary Care visit to treat injury or illness (exc. Well Baby, Preventive and X-rays)		\$0	\$10	\$15
Specialist Office Visit		\$0	\$18	\$22
Mental/Behavioral Health and Substance Abuse Disorder Outpatient Services		\$0	\$10	\$15
Rehabilitative Speech Therapy		\$0	\$10	\$20
Rehabilitative Occupational and Rehabilitative Physical Therapy		\$0	\$10	\$20
Emergency Room Services		\$0	\$50	\$100
Urgent Care		\$0	\$18	\$22
Outpatient Surgery		\$0	\$50	\$125
All Inpatient Hospital Services (including Mental/Behavioral Health and Substance Abuse Disorder Services)		\$0	\$50	\$250
High Cost Imaging (CT/PET Scans, MRIs, etc.)		\$0	\$30	\$60
Laboratory Outpatient and Professional Services		\$0	\$0	\$0
X-Rays and Diagnostic Imaging		\$0	\$0	\$0
Skilled Nursing Facility		\$0	\$0	\$0
Retail Prescription Drugs:	Generics	\$1	\$10	\$12.50
	Preferred Brand Drugs	\$3.65	\$20	\$25
	Non-Preferred Brand Drugs	\$3.65	\$40	\$50
	Specialty High Cost Drugs	\$3.65	\$40	\$50

# Website links from presentation and other helpful resources

## Individuals and families

- MA HealthConnector website: [MAhealthconnector.org \(mahealthconnector.org/es/\)](https://mahealthconnector.org/es/)
- Full list of qualifying events for a special enrollment period: [MAhealthconnector.org/get-started/special-enrollment-period](https://mahealthconnector.org/get-started/special-enrollment-period)
- Information about immigration documents: [MAhealthconnector.org/immigration-document-types](https://mahealthconnector.org/immigration-document-types)
- Health Connector shopping and resource guides: [MAhealthconnector.org/help-center/resource-download-center](https://mahealthconnector.org/help-center/resource-download-center)
- Compare plans based on provider and medication preferences using the [Plan Comparison Tool](#)
- Find pricing from leading Massachusetts insurance companies with the “Preview Plans” button on the [application home page](#)

# Website links from presentation and other helpful resources (continued)

## Individuals and families (continued)

- COVID-19 Information: [MAhealthconnector.org/covid-19](https://MAhealthconnector.org/covid-19)
- Income questions: [MAhealthconnector.org/how-do-i-answer-questions-about-income](https://MAhealthconnector.org/how-do-i-answer-questions-about-income)
- People to include in your application: [MAhealthconnector.org/help-center-answers/people-to-include-when-applying](https://MAhealthconnector.org/help-center-answers/people-to-include-when-applying)
- Enrollment assistance search: [MAhealthconnector.org/help-center](https://MAhealthconnector.org/help-center)
- Health Connector Customer Service Call Center information: [MAhealthconnector.org/about/contact](https://MAhealthconnector.org/about/contact)
- Free help enrolling near you: [MAhealthconnector.org/here-to-help](https://MAhealthconnector.org/here-to-help)
- Newly uninsured: [MAhealthconnector.org/the-right-plan-right-now](https://MAhealthconnector.org/the-right-plan-right-now)
- Video library: [MAhealthconnector.org/help-center/video-library](https://MAhealthconnector.org/help-center/video-library)

# Website links from presentation and other helpful resources (continued)

## Small business

- Small business page: [MAhealthconnector.org/business/employers](https://MAhealthconnector.org/business/employers)
- Coverage options for non-benefits eligible employees or former employees: [MAhealthconnector.org/employer-resources](https://MAhealthconnector.org/employer-resources)