



«FIRST_NAME» «MIDDLE_NAME» «LAST_NAME»
«STREET_1» «STREET_2»
«CITY», «STATE» «ZIP»

IMPORTANT HEALTHCARE INFORMATION FROM MASSHEALTH

Dear «FIRST_NAME» «MIDDLE_NAME» «LAST_NAME»,

We are writing to let you know that MassHealth will disenroll you from «PLAN_NAME_CUR» on November 30th, 2026. **You will still have MassHealth benefits.** Beginning December 1st, 2026, MassHealth will cover your care under MassHealth's fee-for-service program.

MassHealth has updated its managed care enrollment rules. These changes mean some MassHealth member groups will now have their care covered under the MassHealth fee-for-service program. Our records show that you are in one of these groups. **This will change how you receive your MassHealth benefits but does not impact your MassHealth eligibility.** You can find more information on MassHealth regulations 130 CMR 508.002 at www.mass.gov/regulations/130-CMR-508.

What else do you need to know?

MassHealth will continue to cover your necessary care through the fee-for-service program if you continue to meet the rules for benefits. You can find more information in MassHealth regulations 130 CMR 501.000 – 506.000.

Receiving care through the MassHealth fee-for-service program means that your services will be covered directly by MassHealth instead of a health plan. You can continue to use your MassHealth-issued ID card until further notice. MassHealth works with many providers you can choose from, just like a health plan. We can help you find doctors that are right for you.

You may continue to see your providers if they are a MassHealth fee-for-service provider. This includes your primary care provider (PCP), your behavioral health provider or substance use disorder (SUD) provider, your pharmacy, and your durable medical equipment (DME) provider. To confirm that your current provider is a MassHealth fee-for-service provider or to help you find another MassHealth fee-for-service provider nearby, call us at **(800) 841-2900, TDD/TTY: 711** or visit <https://masshealth.ehs.state.ma.us/providerdirectory>. The Behavioral Health Helpline can also help you find a behavioral health or SUD provider by visiting www.masshelpline.com or calling (833) 773-2445.

Appeal Rights

If you believe you do not fall into one of the MassHealth member groups excluded from participation in managed care under MassHealth regulations 130 CMR 508.002, you have the right to appeal this decision. To file an appeal, use the enclosed **Fair Hearing Request Form** and send it to the address on the form.

My Ombudsman

My Ombudsman is an independent program for all MassHealth members. My Ombudsman can help if you have questions or need help getting benefits or services from MassHealth or your MassHealth health plan. They provide information about MassHealth benefits and rights, listen to concerns, and help address problems. My Ombudsman can also explain how to file a grievance or appeal, but they cannot represent members in these processes.

For more information, visit **www.myombudsman.org**. You can also email **info@myombudsman.org**, call (855) 781-9898, or connect by videophone at (339) 224-6831 (for Deaf and Hard of Hearing members), Monday through Friday, 9 a.m. to 4 p.m.

MyServices

MyServices is an online tool where you can access helpful information, including eligibility status, enrollment status, and alerts about important events and actions you need to take. **MyServices** also allows you to review certain MassHealth notices and voter registration information online. For more information, go to myservices.mass.gov.

What if you have questions?

If you have questions, need more information, or think you received this notice in error, go to **mass.gov/masshealth** or call us at **(800) 841-2900, TDD/TTY: 711**.

Thank you.

MassHealth
