



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Division of Medical Assistance
600 Washington Street
Boston, MA 02111

MassHealth
All Provider Bulletin 111
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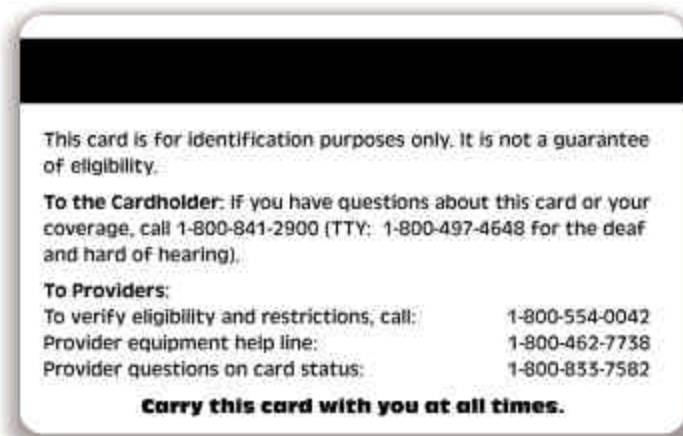
TO: All Providers Participating in MassHealth
FROM: Wendy E. Warring, Commissioner
RE: REDESIGNED MASSHEALTH CARD

***New Look for
MassHealth Card***

This month, the Division began issuing a redesigned MassHealth card to new cardholders and to existing cardholders whose circumstances required the issuance of a new card. The Division is *not* replacing the MassHealth cards of cardholders whose current cards are valid. A sample of this new card appears below.



Sample of new MassHealth card (front)



Sample of new MassHealth card (back)

***New Look for
MassHealth card
(cont.)***

Many members will continue to present a valid MassHealth card with the older design (white card with a line drawing of a map of the Commonwealth of Massachusetts). Both types of cards are valid.

Although the new card looks different, the information on the card is the same as the previous design. In some cases, however, the information is presented differently:

- The cardholder's number appears *beside* the cardholder's name, instead of below it.
 - The sequence numbers appear as one digit, instead of two (for example, "1" instead of "01").
 - The back of the card has been reworded to simplify language, and to add the TTY number (for the deaf and hard of hearing) for the member Customer Service Center: 1-800-497-4648.
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Always Check REVS

A MassHealth card is for identification purposes only. It is not a guarantee of eligibility. To verify eligibility, restrictions, coverage type, and other insurance information, you must use the Recipient Eligibility Verification System (REVS) on the date you provide the service.

Protective Sleeve

The new card comes with a protective sleeve that has space on the back for the member to write in the primary care doctor's name and phone number. If you are the member's primary care doctor, you might consider writing this information on the sleeve for the member. This is an opportunity to reinforce the importance of contacting your office when the member needs medical care or advice.

Questions

If you have questions about the information in this bulletin, please call the MassHealth Provider Services Department at (617) 628-4141 or 1-800-325-5231.
