

## **MTF Winter 2021 Meeting Health Safety Net Call Q&A**

### **Q1. Are we still charging HSN clients with a deductible copay at this time?**

A1. As stated in Administrative bulletin 20-09, *“Effective for dates of service beginning March 12, 2020, and notwithstanding the requirement at 101 CMR 613.04(8), the Health Safety Net will not require Partial Low-Income Patients with MassHealth MAGI Household income or Medical Hardship Family Countable Income greater than 150% and less than or equal to 300% of the FPL to make payments towards their annual deductible.”*

This policy remains in place and will remain so until HSN instructs otherwise.

<https://www.mass.gov/doc/administrative-bulletin-20-09-101-cmr-61300-health-safety-net-eligible-services101-cmr-61400-0/download>

### **Q2. When MassHealth makes a decision regarding HSN eligibility with which the individual disagrees, what is the next step for appeal or review? Specifically, is it appealable to MassHealth Board of Hearings, or the grievance process referred to in HSN regs (or both)?**

A2. The HSN Office makes determinations regarding the Health Safety Net, including an individual's low income patient status, medical hardship eligibility, or provider compliance with HSN requirements. HSN regulations at 101 CMR 613.04(5) govern the grievance process in place for HSN determinations. For reference, here is a link to the relevant regulations: <https://www.mass.gov/regulations/101-CMR-613-health-safety-net-eligible-services>. Additionally, here is a link to the submission guidelines for such grievances: <https://www.mass.gov/how-to/how-to-file-a-hsn-grievance>