

# MassHealth Info for Associates

## COVID SUPPORT: COVERAGE, TELEHEALTH, MENTAL HEALTH TREATMENT

[VISIT the MassHealth website](#)

### COVERAGE FACTS

- **You will not lose your MassHealth coverage during the Covid-19 national emergency.** If you received a notice in the mail that your coverage is ending on or after March 18, your coverage is protected and will not end during the national emergency. You do not need to send in any additional paperwork to keep your coverage.
- **MassHealth covers Covid-19 testing and treatment for all coverage types and health plans.** No matter which MassHealth coverage type or health plan you have, MassHealth will cover testing and treatment for Covid-19. If you have Health Safety Net, you should seek services through a community health center or hospital.
- **For coverage questions:** Call the MassHealth Customer Service Center at (800) 841-2900
- **You can apply for coverage now** for MassHealth or the Health Connector online at [www.mahealthconnector.org](http://www.mahealthconnector.org) or call MassHealth's Customer Service Center at (800) 841-2900 TTY: (800) 497-4648. The Health Connector has opened enrollment to all uninsured residents and is accepting applications through May 25. To apply online, visit: [www.mahealthconnector.org](http://www.mahealthconnector.org)

### TELEHEALTH SERVICES

If you are not able to reach your doctor right away, you can get immediate telehealth services for no cost to you. A telehealth provider will discuss your symptoms and risk of Covid-19 exposure. The telehealth provider will recommend what type of care you should receive, and can prescribe medications as needed. MassHealth members can be connected to the following telehealth providers:

- [Galileo](#): chat/instant message with doctors in real time
- [Maven](#): set up a video visit, phone call, or instant message with providers specializing in women and children's care
- [Doctor on Demand](#): multiple languages and translations available for video visits, phone calls, or instant messaging with providers

## PHARMACY / MEDICATIONS

MassHealth is allowing early refills and 90-day supplies of medications, as well as medication delivery, during the Covid-19 outbreak. Contact your pharmacist to discuss these options.

## MENTAL & EMOTIONAL HEALTH DURING Covid19

Emotional reactions to stressful situations such as new viruses and national emergencies are expected. Feeling sad, worried, overwhelmed, or having trouble sleeping or other symptoms of distress is normal, and there are resources available to you/your child.

MassHealth members can get mental health treatment over the phone, via live video, or through other telehealth platforms. To find a provider in your area, visit the new Network of Care website at [www.massachusetts.networkofcare.org](http://www.massachusetts.networkofcare.org).

If you or a family member are experiencing a crisis, the Emergency Services Program/Mobile Crisis Intervention (ESP/MCI) (“crisis teams”) are available for 24/7 crisis evaluation and stabilization. Instead of going to the emergency room, you can get these services in your home or at other locations in the community, either in person or using phone or video conferencing. Call 1-877-382-1609 and enter your zip code to be connected to your local ESP/MCI team or go to this link:

<https://www.mabhaccess.com/Search.aspx>

### Additional mental and behavioral health resources:

[The Department of Public Health’s website](#)

[The Massachusetts Behavioral Health Partnership’s website](#)