

Massachusetts Health Connector Small Group Employee Appeal Rights

If you do not agree with our decision about whether or not you are an eligible employee, you have a right to appeal our decision and receive a hearing. Employees have the right to appeal a denial of eligibility, the failure of Health Connector to provide a timely eligibility determination, or the failure of the Health Connector to provide a timely notice of an eligibility determination.

You have 90 days from the date of the eligibility notice to request an appeal. If you do not appeal within 90 days, you may lose your appeal right.

How to Request an Appeal

You may appeal by completing an Appeal Request For Massachusetts Health Connector for Business, Employees Form, available at MAhealthconnector.org.

The form can be mailed or faxed.

Mail: Health Connector Appeals Unit, PO Box 960189, Boston, MA 02196

Fax: 1-617-933-3099

What Happens When You Appeal

Once your valid appeal is received, the Health Connector will notify you and your employer that it has received the appeal, and will begin both an informal and formal review process.

Informal Review – You may be contacted by a staff member within the Health Connector to review your eligibility and enrollment history with the intent of exploring whether your appeal can be resolved short of a formal hearing. Engaging in this informal review is optional both for you and for the Health Connector.

Hearing - You will be scheduled for a hearing before an independent hearing officer. The hearing will take place telephonically. The Health Connector will contact you and tell you when and where your hearing will take place. The Health Connector will send you a scheduling order, including the time and date of your hearing.

At the hearing, you can testify, have others testify for you, and submit documents. At the hearing, the hearing officer will also ask questions of you and any other people who testify. After completion of the hearing, the hearing officer will make a decision in writing and send it to you. The decision will also tell you what you can do if you do not agree with the decision.

Any decisions by a hearing officer about your eligibility as an employee might also change the eligibility of your dependents.

Ending your Appeal Early

You may withdraw your request for a hearing at any time before the hearing officer makes a final written decision. This includes before the hearing, potentially as a result of your informal resolution with the Health Connector. To withdraw your request for a hearing, you must send a written withdrawal request, including your name and case number, to the Health Connector by mail, e-mail, or fax.

Mail: Health Connector Appeals Unit, PO Box 960189, Boston, MA 02196

Email: connector-appeals@state.ma.us

Fax: 1-617-933-3099

If you withdraw your request for a hearing because the Health Connector has promised to change its decision, we will implement the new Health Connector decision. **If you stop your appeal before the Health Connector has changed its decision, the eligibility determination will be implemented as it is written in the notice you first received before you filed your appeal.**