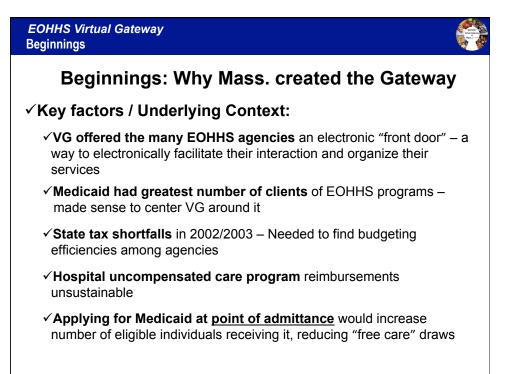
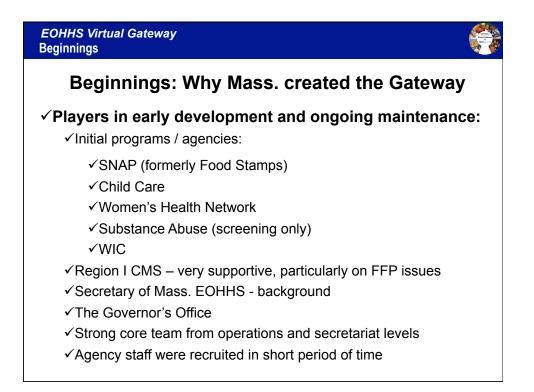
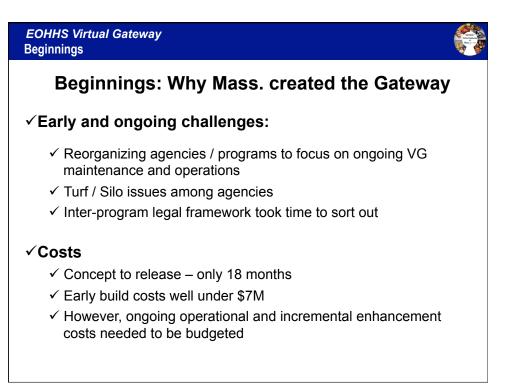


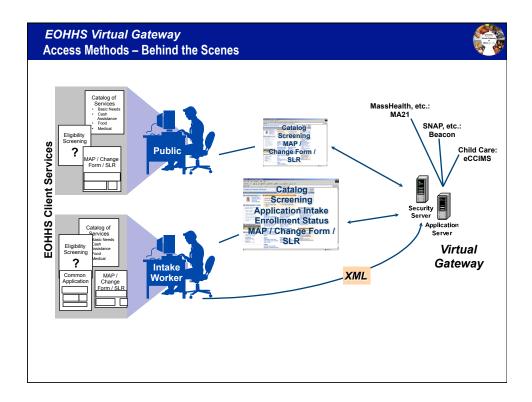


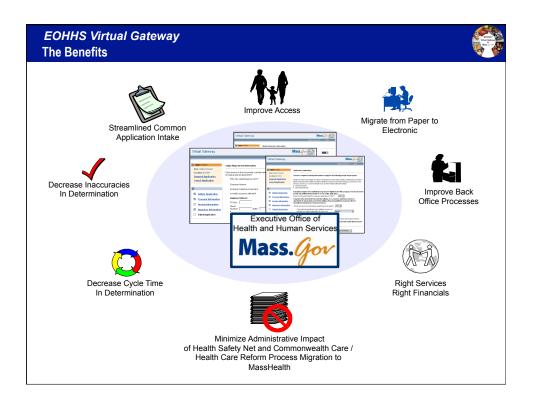
EOHHS Virtual Gateway The Programs Programs that can be applied for online: Health Insurance and Health Assistance Programs: MassHealth, Commonwealth Care, Health Safety Net Healthy Start, Children's Medical Security Plan (CMSP) · MassHealth for Seniors / Long-Term-Care Services at home Child Care Supplemental Nutrition Assistance Program/SNAP (formerly Food Stamps) • Women, Infant, and Children (WIC) Services Community Services and Long-term Support: · Elder home care Vocational rehabilitation · Individuals who are legally blind Children with developmental disabilities Adults with intellectual disabilities (including mental retardation) · Assistive Technology Fund for the Deaf and Hard of Hearing Case Management / Social Services for Deaf, Hard of Hearing • Adults and children with a mental health condition · Veterans seeking inpatient, outpatient, or domiciliary care (Soldiers' Homes)



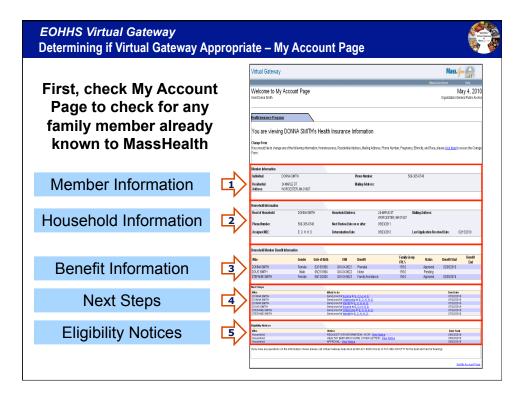


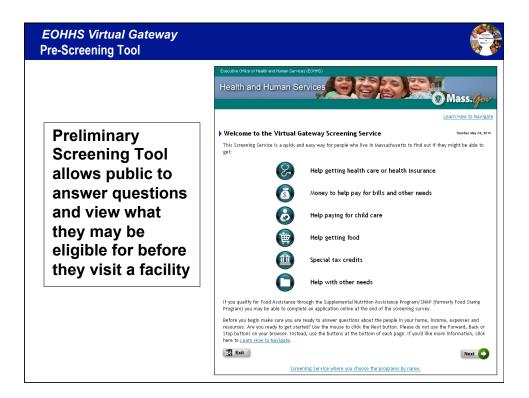








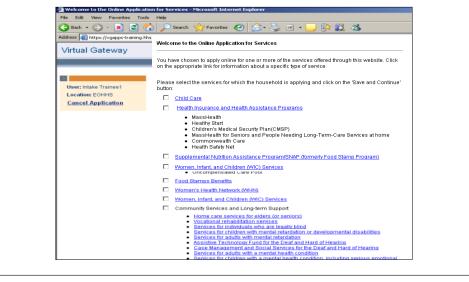


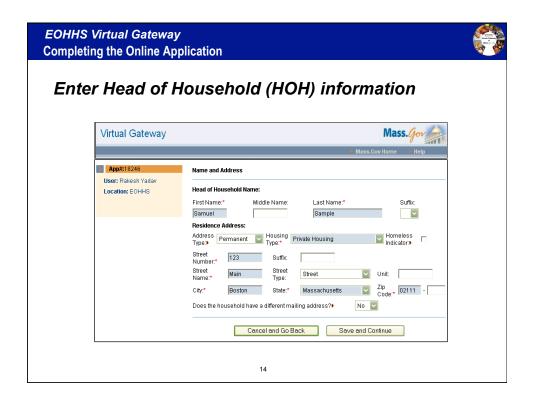


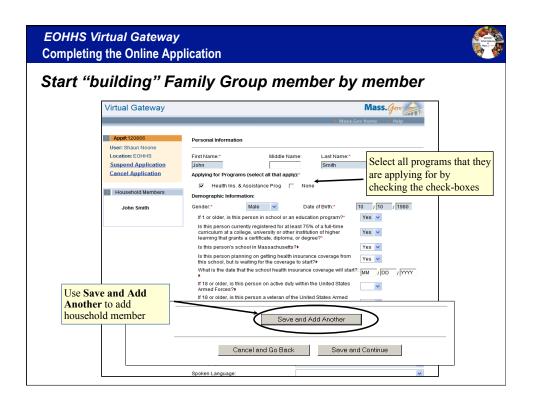
EOHHS Virtual Gateway One-Stop Shopping

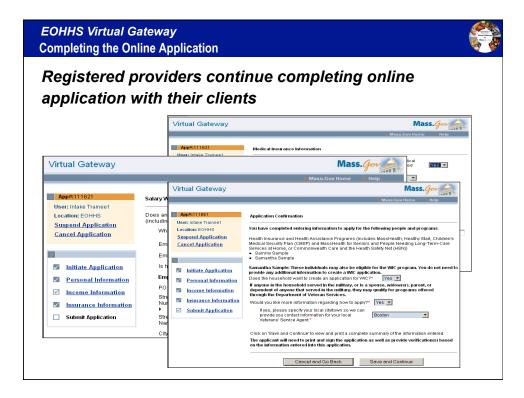


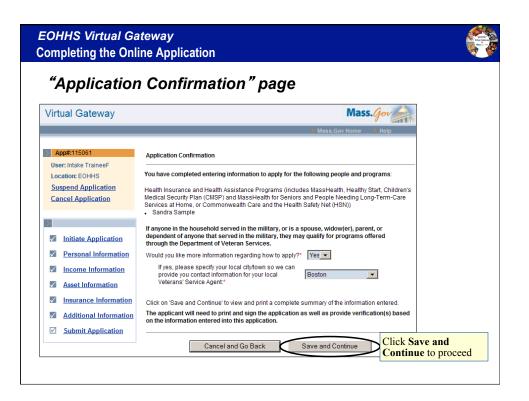
Efficient "One stop shopping": Individuals can apply for up to 13 services at the same time, with the help of providers

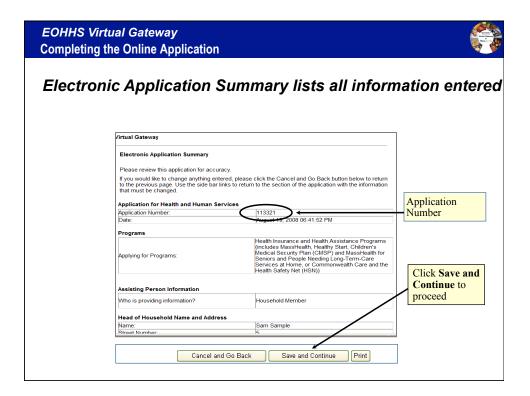


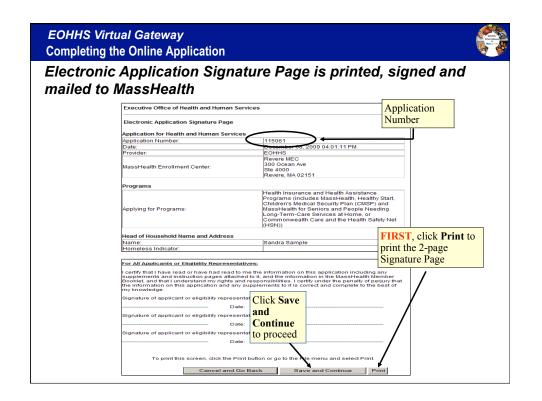


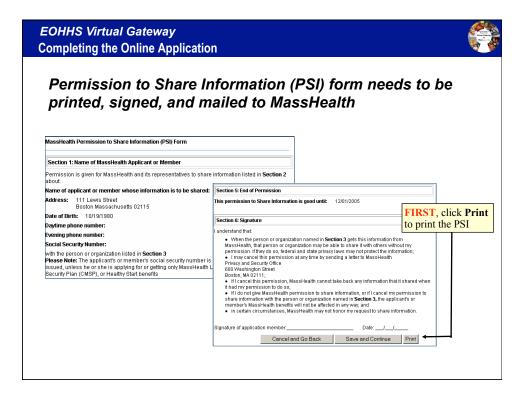


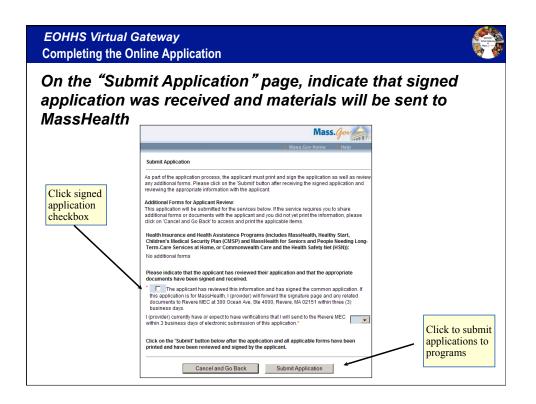












EOHHS Virtual Gateway **Completing the Online Application** Confirmation of Submittal and Next Steps page indicates submission date, head of household, application number and programs applied for Confirmation of Submittal and Next Steps Application Number: 113321 Head of Household Name: Sam Sample Date of Birth: 10/25/1968 Date Submitted: 08/19/2008 An application has been submitted for the following people and programs: Health Insurance and Health Assistance Programs (includes MassHealth, Healthy Start, Children's Medical Security Plan (CMSP) and MassHealth for Seniors and People Needing Long-Term-Care Services at Home, or Commonwealth Care and the Health Safety Net (HSN)) Sam Sample Sammi Sample

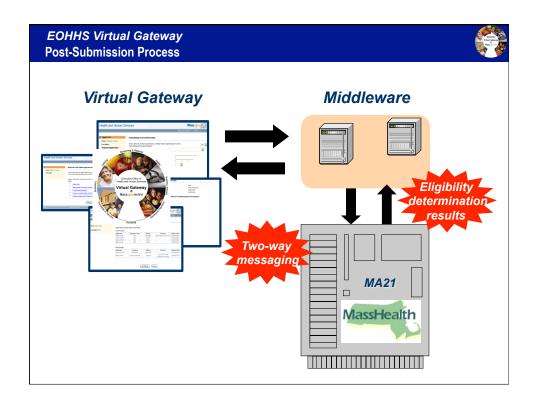




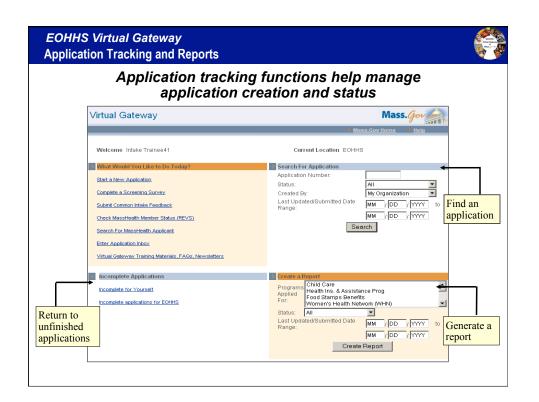
Confirmation of Submittal and Next Steps page also indicates next steps and required verifications

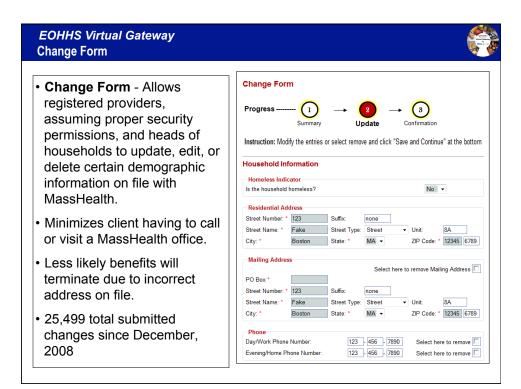
Health Insurance and Health Assistance Programs (MassHealth, Commonwealth Care, Health Safety Net)	
Applicant(s) Name Image: state	
Jenna withers Next Steps Please submit the proofs listed under the "Required Proof(s)" faxing them to the office listed under "Program Contact Informa application, we will review it along with your proofs, and send y days if you need to send us more information. When sending the proofs to us, it is important to write on each your SSN or "application number;" which is given to you when y process your application more outckly.	Required Proof(s) Please submit the proofs listed under each applicant's name. You can see a complete list of accepter/groots by clicking the link(s) below or scrolling to the bottom of the screen. For juliar withers writed and proof of clickenship US Passport, Certificate of US clitzenship, Certificate of naturalization or other proof of your clitzenship. Werification for Wange Income Recent pay stubs (2 from past 6 months for MassHealth, 4 from past 6 weeks for SNAP, and 1 from past 0 days for VNIC), or other proof of your clitzenship Werification for Name(dentity) Passport, Driver's License, Military ID, School ID, or other proof of your dentity. For lema witters
We will send all eligibility notices about all members of your ho who is listed on your application as the "Head of Household". I "eligibility representative" on the MassHealth Eligibility Repress (ERD), we will also send copies of all eligibility notices to that p (ERD), we will also send copies of all eligibility notices to that p	Verification for Citizenship US Passport, Certificate of US citizenship, Certificate of naturalization or other proof of your citizenship. Verification for Name(dentity) Passport, Driver's License, Military ID, School ID, or other proof of your identity.
 If you want us to send copies of your household's eligibility not a hospital, for a certain period of time, complete the MassHeat (PSI). The type of Health Insurance and Health Assistance you receiv size, income information about any other health insurance you status, immigration status, and other circumstances. We will g coverage type for which you qualify. The information you give to us is kept confidential as required it 	In you have any propiem getting the proofs you need or the Health insurance and Health Assistance Programs, call the MassHealth Customer Service Center at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss). Program Contact Information MassHealth Central Processing Unit Pollow 200724

EOHHS Virtual Gateway Completing the Online Application Confirmation of Submittal and Next Steps page also indicates verification document options -Proof/Verification Documents - Vertication for Maye Income Vertication for Maye Income I from the past is known for VMC I. Toom the past is known for VMC I. Toom the past is known for VMC I. Toom the past is known for VMC Vertication for MassHealth I. Toom the past is known for VMC Vertication for MassHealth Vertication of VMC Vertication Vertication of VMC Vertication Vertication of VMC Vertication Vertic Verification for Wage Inc Verification for Citizenship First-Level Documents: A U.S. passport; or A Certificate of Naturalization (DHS Forms N-550 or N-570); or A Certificate of U.S. Citizenship (DHS Forms N-560 or N-561); or A document issued by a federally recognized Indian tribe evidencing membership or enrollment in, or affiliation with, such tribe. Second-Level Documents: A.U.S. public record of birth (including the 50 states, the District of Columbia, Puerto Rico (on or after January 13, 1941), Guam (on or after April 10, 1899), the U.S. Virgin Islands (on or after January 17, 1917), American Samoa, Swain?s Island, or the Northerm Mariana Islands (after November 4, 1986) A Report of Birth Abroad of a U.S. Citizen (Form FS-545, Form FS-240, or Form DS-1350) A U.S. Citizen ID card (INS Form I-197 or I-179) An American Indian Card (I-872 with the classification code KIC) issued by the Department of Homeland Security (DHS) to identify U.S. citizen members of the Texas Band of Kickapoos living near the U.S./Mexican border. Final adoption decree showing the child's name and U.S. place of birth Evidence of U.S. civil service employment before June 1, 1976 Note: You can print the Confirmation of Submittal and Next Steps page to provide to the applicant for follow up.

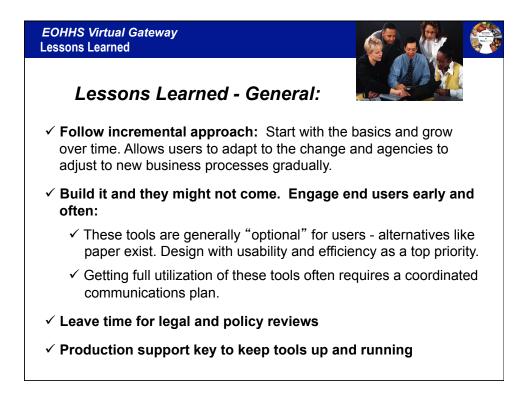


EOHHS Virtual Gateway **Post-Submission Process** Items to be mailed to MassHealth: Completed Virtual Gateway Cover Page • Electronic Application Signature Page (2 pages) · Permission to Share Information (PSI) form Absent Parent Questions and Assignment of Rights (if applicable) • Eligibility Representative Designation Form (if applicable) DES Supplement (if applicable) Items to be faxed to MassHealth: Completed VG Cover Page · Earned Income verifications, if applicable • Immigration verifications, if applicable (Green card, etc.) • Health Insurance Cards, if applicable Certain non-working income verifications such as alimony, dividends, interest, rental income, etc., if applicable Assets (ONLY required for "Traditional" applications)











Lessons Learned, Specifics:

- ✓ Who will have access to which functions: Registered organizations, consumers or both?
 - ✓ How much do you want members to see of other household members' information?
- Align multiple programs and services to "fit" under one common application:
 - ✓Need "buy-in" from leaders of participating programs
 - ✓ Understand / document each program's "back end" processes
 - ✓Understand how electronic application will communicate with each program's legacy eligibility system
- Incorporate back-end processes as seamlessly as possible:
 Where do applicants send documents post-application?
- ✓ Utilize what's been done in other states where possible

EOHHS Virtual Gateway Lessons Learned

Lessons Learned, Specifics, Cont'd:

✓Pilot, pilot, pilot

- ✓ Rollout gradually to limited number of users per month, week, etc...
- ✓Not just new "process" new way of "thinking":
 - ✓Help organizational users to think "electronic" rather than handing paper to patients / clients
- ✓ Utilize electronic signatures where possible minimizes paper, confusion
- ✓ Let users be your guide maintain robust dialogue with them:
 - ✓MAP, MAP fields, Paperless Notices and other enhancements were user ideas
- ✓ For Consumers make user friendly, understandable:

✓Appropriate reading level

✓ Leverage your existing providers to help spread word to consumers

EOHHS Virtual Gateway Contact Information



Contact Information:

Howard Caplan

Director, MassHealth Virtual Gateway Communications/Training 100 Hancock Street, 6th Floor Quincy, MA 02171

> (617) 847-1280 howard.caplan@state.ma.us

