

# ***How to enroll or change your health plan for your MassHealth benefit***

Enrolling with your **Primary Care Doctor** is easy!

## **Step #1 – Contact Your Doctors**



Call all the **doctors** that you see to ask them what MassHealth health plans that they accept to decide which health plan is best for you.

## **Step #2 – Call MassHealth Customer Service**



Dial 1-800-841-2900

Then press 2, then 5, then 4, then 1

## **Step #3 – Enter your personal information**



An automated voice will ask to enter either your nine-digit Social Security number or your twelve-digit MassHealth ID number. The voice will then ask you to enter your eight-digit date of birth.

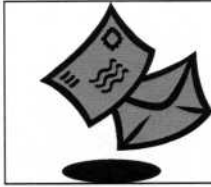
## **Step #4 – What to say to the Customer Service Representative**



A live Customer Service Representative will come on the phone after a brief waiting period. Tell the representative that you're calling to enroll or change your health plan for your MassHealth coverage. The representative will then ask you to confirm some personal information.

The representative will then ask you which health plan you want to enroll in, followed by the name of your primary care doctor. The representative may also need more information, such as your doctor's address or telephone number.

## Step #5 - Wait for your insurance card to arrive



*The MassHealth representative will tell you when your new health plan will take effect. Your health insurance card should arrive approximately two weeks after your enrollment becomes effective.*