

June 13, 2019

As Mass Senior Care continues to work with the Baker Administration to ensure that nursing home Medicaid payments are made on June 24th, we urge members to utilize MassHealth's hardship payment program by following the 3-step process below and be sure to request at least 50% of your anticipated monthly payment:

- 1) Complete this brief MassHealth [form](#)
- 2) Email the completed form to Optum at support@masshealthtss.com
- 3) Call Optum at 844-368-5184 to confirm receipt of the form

Earlier this week, Mass Senior Care delivered letters to Health and Human Services Secretary Marylou Sudders and Administration and Finance Secretary Michael Heffernan urging the Baker Administration to make Medicaid payments to nursing home providers in June instead of delaying these vital payments into July. We will continue to update members on the progress of our discussions. Thank you and please contact [Tara Gregorio](#) or [Gary Abrahams](#) if you have questions or need additional assistance.