

# Health Insurance HelpLine

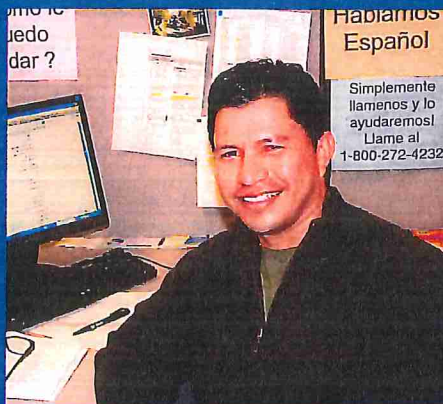
Call us at (800) 272-4232

The Health Care For All HelpLine is the only statewide multilingual phone service that helps Massachusetts residents at all income levels with enrolling into health insurance coverage, answering questions about insurance, and troubleshooting cases. The HelpLine is much more than a phone service; Counselors form relationships with their clients and hear from them whenever they need help.

- By calling the HelpLine you are able to reach Counselors fully trained on all of the state programs in English, Spanish and Portuguese.
- The health care system is constantly changing so Counselors always work to have the most up-to-date information.
- The unique partnership between the HelpLine and the Health Care For All policy department allows Counselors to hear about health insurance policy changes as they are happening.
- With an ear to the ground, the HelpLine understands the impacts and the challenges that changes mean for the clients we serve.
- The HelpLine also acts as a feedback loop so that systemic issues or trends heard on the HelpLine can be shared with stakeholders and decision makers.

## Here is feedback from one of our callers:

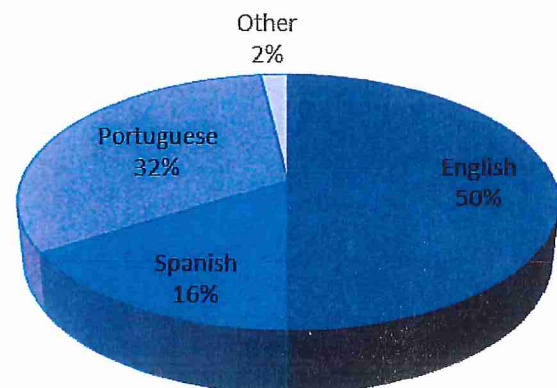
*"I want to express my thanks to your wonderful HelpLine team. I was laid off from my job a couple of months ago and had many questions about how to keep my two young adult children on health insurance. Every time I called I was given useful and helpful information from very patient people. One took the time to get one of my daughters enrolled in MassHealth even though someone at MassHealth had told us my daughter wasn't eligible. Knowing I could call with any kind of question put my mind at ease. In addition, I could rely on the information always being accurate."*



## Meet one of the HelpLine Counselors, Carlos Solis:

*"I've been working for Health Care For All for almost ten years and I still feel the same commitment to help the community we serve since day one. Every day people are struggling to get health insurance, or they cannot understand the complex nature of the health care system in Massachusetts. When I see people without health insurance or facing many medical bills because their coverage was canceled because they didn't understand what a notice about their coverage said, or because of system delays, I take every step needed to help them to get their health insurance back. Every day many people across the state are looking for help with the health coverage. We are here for them!"*

## Calls by Language



17,050 calls handled in 2016