

How to Appeal a MassHealth Denial

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By Thomas J. Cleary on July 15, 2026

Receiving a claim denial from MassHealth can be incredibly stressful and discouraging, especially when you need the coverage it can provide. Furthermore, navigating the application process and understanding your rights can also be confusing. When you are uncertain about your options after receiving a MassHealth denial, contact a compassionate and experienced [Massachusetts healthcare attorney](#) to review your situation and help you file an appeal.

What is MassHealth and Who is Eligible?

For residents in Massachusetts, [MassHealth](#) provides Medicaid and Children's Health Insurance Program (CHIP) benefits through a single program to eligible applicants. To be [eligible for benefits](#), applicants must meet certain requirements, such as

- Being a Massachusetts resident
- Meeting financial requirements based on Modified Adjusted Gross Income (MAGI) and household size
- Meeting citizenship or immigration requirements
- Having certain conditions or disabilities
- Being a caretaker for an immediate family member in the home

If you meet the requirements for insurance benefits, you can submit an application and supporting documentation to request coverage to help offset your health expenses.

Common Reasons MassHealth Applications Get Denied

MassHealth applications may be denied for a few reasons. After reviewing what you have submitted, they may conclude that you have insufficient documentation, an incomplete application, have failed to meet financial or medical eligibility requirements, provided inconsistent information, or that there is another type of issue with your application.

The process allows little room for error, so it is important to be careful and thorough when preparing and submitting your application to avoid the added stress of an appeal or correcting mistakes.

Do You Have the Right to Appeal a MassHealth Denial?

You have the right to appeal a MassHealth decision if you receive a denial. They are required to provide you with a denial notice in writing, stating the reason or reasons your application was denied. This can help you understand why you are not receiving benefits and what you need to do if you wish to appeal.

MassHealth Appeal Deadlines You Must Know

Adhering to deadlines is crucial when filing an appeal with MassHealth. In general, you have 30 days from the time you receive your denial notice letter to submit your appeal and request what is known as a “fair hearing”. In some cases, deadlines may be shorter or longer depending on the type of application or claim you file. Review the timelines applicable to your case and discuss them with your lawyer to avoid unnecessary stress.

How to Appeal a MassHealth Denial Notice in Massachusetts

If your claim is denied, you can submit an appeal to have your application or claim reviewed and reconsidered. To submit an appeal, you must carefully adhere to all steps in the appeals process so your appeal can be fairly and accurately considered. Below is a closer look at [how to appeal a MassHealth decision](#).

We know that these denials can delay your access to necessary medical treatment, and that quick action is your best bet for an earlier resolution.

Review Your MassHealth Denial Notice

Before submitting an appeal, you should carefully read through your denial notice to understand why your application or claim was rejected. Let your lawyer review it as well so they can help you determine what options you have regarding an appeal. For example, the steps you take to appeal an application error denial are different from those if your claim was lacking evidence.

Request a MassHealth Fair Hearing

Once you understand why your claim was denied, you can request a fair hearing with MassHealth to escalate the situation. You should fill out the proper appeal paperwork, which will often include your contact and original claim information, and provide a detailed reason for your appeal. Once you have submitted your request, you should receive a confirmation, along with details about your hearing.

Prepare Your Appeal

To prepare your appeal, you should first request and review your file. You should also gather additional evidence to strengthen your case and fill in any gaps in information that appeared in your initial request. Add additional information as necessary, depending on the particular details associated with your case.

Attend the MassHealth Fair Hearing

Carefully review information about your hearing before your hearing date so you are fully prepared. You will be expected to present your case and evidence under oath to the officer handling your case. This meeting will be recorded, and provides the opportunity for MassHealth to state their case, give you the opportunity to respond, and allow for cross-examination to make sure the matter is fully considered.

Receive and Respond to the Hearing Decision

Following the hearing, your case will be carefully reviewed to determine if you are eligible to receive benefits. You may not receive a decision right away and may have to wait a few weeks

while a hearing officer conducts their evaluation. Once a hearing officer has reviewed your case, they may choose to approve your appeal, uphold the initial decision, or request further review. If you receive another denial, your lawyer can help you pursue another appeal in an alternative venue.

What Evidence Helps Win a MassHealth Appeal?

Evidence is crucial for a MassHealth appeal. It can strengthen your case and demonstrate your need and rights to coverage. As such, it is important to keep detailed medical records, financial records, documentation related to your application or claim, as well as any other documentation relevant to MassHealth appeals.

Speak With a Massachusetts MassHealth Appeal Attorney Today

Cohen Cleary, P.C. can skillfully guide you through the appeal process and help you secure the coverage you need for you or a loved one. We understand the difference benefits can make in your life, and we are here to fiercely advocate for you so you do not have to handle an appeal on your own. Contact our firm today and [schedule a free consultation](#) with our attorneys.