



Dear Members,

MassHealth has announced that beginning **December 1, 2025**, the **AGD (Aging and Disability Resource) platform will no longer be used for Group Adult Foster Care (GAFC) Initial Determinations**. From that date forward, all determinations will be processed through the **MassHealth LTSS Third Party Administrator (TPA)**.

Coastline will continue to review GAFC Initial Determinations that were submitted to AGD (SAMS) **on or before November 30, 2025**. After that date, GAFC providers will retain **read-only access** to AGD, allowing them to download or print historical information. However, this read-only access will also be phased out in the future. MassHealth will provide advance notice before permanently closing access, so providers are encouraged to **download and save any necessary documents now**.

For questions or support, contact the **MassHealth LTSS Provider Service Center**:

- **Phone:** (844) 368-5184
- **Email:** [support@masshealthltss.com](mailto:support@masshealthltss.com)
- **Online:** Submit an inquiry through the MassHealth LTSS Provider Portal

This notice applies specifically to **MassHealth Group Adult Foster Care providers**. If this does not apply to you, no action is needed. *Please see the original message below.*



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### **Important Information for GAFC Providers regarding AGD/Coastline**

Dear GAFC Providers,

As of **December 1, 2025**, the AGD platform will no longer be used for GAFC Initial Determinations. All determinations will be completed by the MassHealth LTSS Third Party Administrator (TPA). Coastline will only review GAFC Initial Determinations that were submitted to AGD (SAMS) on or before November 30, 2025.

After November 30, 2025, GAFC providers will be able to access AGD in a read-only format with the ability to download and print historical information. Eventually, read-only access to AGD will be discontinued. MassHealth will provide adequate notice before closing GAFC providers' read-only access to AGD. In the meantime, GAFC providers

should continue to download documents from AGD before access ends.

If you or your agency has questions regarding this communication, please contact the LTSS Provider Service Center at (844) 368-5184 or [support@masshealthltss.com](mailto:support@masshealthltss.com).

Thank you,

MassHealth LTSS Provider Support

[Submit an online inquiry](#)

Email: [support@masshealthltss.com](mailto:support@masshealthltss.com)

Phone: 1-844-368-5184

**Attention! Supported Browsers:**

MassHealth LTSS Provider Portal supports latest versions of Google Chrome, Microsoft Edge, Apple Safari, and Firefox. If you elect not to use the recommended browsers, your experience may not be optimal, or you may not be able to use certain tools.

This communication is specific for MassHealth Group Adult Foster Care Providers. You may have received this email based on your email address having been associated with a MassHealth Group Adult Foster Care Provider previously. If you do not work for a MassHealth Group Adult Foster Care Provider referenced in this email, please disregard this email and no further action is required by you at this time.

If you wish to have your email address removed from future MassHealth Group Adult Foster Care Provider communications please contact the MassHealth LTSS Provider Service Center at 844-368-5184, [online](#), or via email at [support@masshealthltss.com](mailto:support@masshealthltss.com).

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If you have any questions, please contact us at [Mass-ALA@mass-ala.org](mailto:Mass-ALA@mass-ala.org). This update is solely for general informational purposes. It is not intended to replace a full review of the cited regulations or guidance.

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