

PUBLIC HEALTH EMERGENCY UNWINDING MEDICAL ASSISTANCE RENEWAL PROCESS WEBINAR



Webinar held on October 17, 2022

Q1: If the renewal date stored with Department of Human Services (DHS) is prior to the end of the Public Health Emergency (PHE), will the Medical Assistance (MA) recipient receive multiple Change Reporting Flyers (CM 537)? How will DHS reduce renewal/termination confusion before the end of the PHE?

A1: A recipient receives a change reporting flyer (CM537) 90 days prior to their renewal due date. This is not a practice that has changed. DHS has continued to send annual renewal packets to recipients throughout the PHE but has not taken action to close MA if the individual would no longer be eligible for MA or did not complete the renewal process. Recipients will receive a Change Reporting Flyer (CM 537) prior to all scheduled renewal dates. You can view a timeline of communications recipients will see throughout the unwinding MA renewal process at [PHE Individual Communications \(pa.gov\)](https://www.pa.gov).

Q2: What happens if a recipient receives their renewal packet late due to mail delays?

A2: If a recipient receives their renewal packet late due to United States Postal Service (USPS) delays or if more time is needed for any other reason, they should contact the County Assistance Office (CAO) or Customer Service Center (CSC) to request additional time to submit their information. Please note that if MA closes because the completed renewal is not received timely by the CAO, the recipient has up to 90 days following their closure to submit the renewal to be considered for ongoing MA eligibility. This 90 day period is referred to as the reconsideration period.

Q3: When will the new “End of PHE Letter” (CM 640) begin to be used?

A3: The Pre-Renewal Packet Letter (CM 640) will begin to be sent after the CM 537 and before the renewal is mailed once the end of the PHE is officially declared. You can view a timeline of communications recipients will see throughout the unwinding MA renewal process at [PHE Individual Communications \(pa.gov\)](https://www.pa.gov).

Q4: Is there a way to provide signatures for renewals completed by Community Partners via COMPASS?

A4: Yes, Community Partners can provide an e-signature for renewals completed via COMPASS. This functionality was recently introduced into COMPASS. For helpful information on how to use COMPASS, please see the “Helpful Links” section on the COMPASS website at [COMPASS HHS Home \(state.pa.us\)](https://www.state.pa.us)

Q5: Is the renewal packet available in other languages? If so, which ones?

A5: Renewal packets are available and sent in both English and Spanish at this time. Recipients can contact the CAO to request the forms in other available languages. Other available languages include:

- Arabic
- Chinese
- Dari
- Khmer
- Russian
- Vietnamese

The envelope in which the renewal packet is sent has taglines in several languages to let the recipient know to contact the CAO if they need additional language assistance. Additionally, CAOs have access to a language translation service that is used as a third-party to communicate with recipients who need assistance in other languages.

Q6: There are multiple call-line numbers published publicly. What is the best number for a recipient to call and get one-on-one/live assistance with completing a renewal?

A6: For assistance specifically with completing and submitting an MA application or renewal by phone, individuals should call the Consumer Service Center at 1-866-550-4355. For the best experience, recipients should have their Social Security number or case record number handy at the time of the call.

Q7: Can we get more clarity about how we know if someone has gone through Automated Renewal and also how to know when a renewal has been processed?

A7: Recipients can have their MA renewed through the Automated Renewal process if all eligibility factors can be verified via electronic data sources and no further information is needed from the recipient to process.

If a recipient has successfully been renewed via the Automated Renewal process, they will receive a notice confirming their continued eligibility and they will not receive a renewal packet in the mail.

Q8: If someone is ineligible for MA, how are they notified about being able to pursue coverage through Pennie or CHIP? Do they receive anything like a flyer, letter, or instructions for referral? Or does CHIP or Pennie reach out to the individual?

A8: Individuals who are no longer eligible for MA are able to purchase insurance through Pennie, Pennsylvania's health and dental insurance marketplace, and the Children's Health Insurance (CHIP) if they have children up to age 19. Depending on their income, they may be eligible for financial assistance and low to no-cost monthly premiums. Pennsylvanians who are no longer eligible for MA will receive a referral letter for Pennie and CHIP concurrently with the notice about their MA ineligibility. This referral letter indicates where a referral was made along with who was referred. Additionally, households that do not complete a renewal will receive information about coverage options through Pennie.

Q9: Are text messages and emails available in other languages? If so, which ones?

A9: Text messages and emails are available in both English and Spanish.

Q10: Are these slides going to be available?

A10: The webinar was recorded and is available here: [Medicaid Renewals Refresher Training and Assistance 2022 10 17 - YouTube](#)