

BE READY FOR YOUR
**MEDICAID
RENEWAL**



Important Information for Older Adults with Medicaid

Complete Your Annual Renewal to Stay Covered.

What is Changing with Medicaid?

Medicaid is a vital program that can help pay for health care, nursing home care, and home and community-based services. As of April 1, 2023, Pennsylvania must follow pre-COVID Medicaid eligibility rules. This means Medicaid coverage can end for those who are no longer eligible or who do not complete their yearly Medicaid renewal. Renewals will happen throughout the year. No one should lose coverage without having a chance to complete a renewal or file an appeal.

The Department of Aging and Area Agencies on Aging are assisting the Shapiro Administration and the Department of Human Services in sharing important information to help keep older Pennsylvanians connected to life-sustaining health coverage. For more information about these changes, go to www.dhs.pa.gov/phe.

Tips to Keep Medicaid Coverage

- Be sure your **address and phone number are up to date**, so you get needed information about your coverage. Call the Customer Service Center at 1-877-395-8930 (215-560-7226 in Philadelphia) or use your COMPASS account to update your contact information.
- Read your mail and if you get a renewal form, fill it out and return it. **It is very important to complete your renewal on time.** [COMPASS includes when to expect your annual renewal.](#)
- Complete the renewal even if you think you are no longer eligible. This may help you **avoid a gap in coverage or care.**
- If you receive a notice that your Medicaid will end and feel it is not correct, **file an appeal** quickly to prevent a gap in your Medicaid coverage. You may also **reapply** for Medicaid at any time.

Medicare Options & Tips if Losing Medicaid Coverage

- If you did not enroll in Medicare Parts A or B when you first became eligible, you will have a time limited “Special Enrollment Period” to **sign up with no late enrollment penalty**, when you lose Medicaid.
- If you already have Medicare Parts A and B and lose Medicaid, **review your plan options** to be sure you have the coverage you need. For example, for a limited time you may join a Medicare health or drug plan or change your plan.
- Pennsylvania is protecting consumers who are losing Medicaid coverage and missed their Medicare Supplement (**Medigap**) open enrollment period. For a limited time, Medigap policies will be sold in the same way and at the same cost as sold to new Medicare enrollees.
- To get free, unbiased help about these options, contact [PA MEDI](#) at 1-800-783-7067.

Four Ways to Complete Your Renewal When it is Due



Complete and return the forms by mailing them back in the provided envelope.



Call
1-866-550-4355.



Renew online
at COMPASS
www.dhs.pa.gov.



Visit any local
County Assistance
Office.

Where to Get Free Help if No Longer Eligible for Medicaid

Area Agencies on Aging (AAAs)

The AAAs help older adults and their caregivers. The AAAs provide information and support in completing Medicaid renewal forms. You can also call for information on health care programs and resources, and how to access them. To find your local Area Agency on Aging, visit www.aging.pa.gov/AAA or call the Department of Aging at 717-783-1550.

PACE Program

Call the Department of Aging's PACE program at 1-866-712-2060 for help getting health care and prescription drug coverage through other programs such as Medicare Part D, Part D Extra Help and PACE/PACENET.

PA MEDI

Pennsylvania Medicare Education and Decision Insight (PA MEDI) counselors can answer questions and provide unbiased, easy-to-understand information about getting Medicare, Medicare Supplement Insurance, Medicaid, and Long-Term Care Insurance. You can learn more by visiting www.aging.pa.gov/medicare-counseling, or by calling 1-800-783-7067.

Pennie®

Pennie®, Pennsylvania's health insurance marketplace, is the official place to get financial help to lower the cost of coverage and care. If you are not eligible for Medicare, Pennie is a great option for high-quality health coverage. The Open Enrollment Period runs from November 1 to January 15. But you can enroll at other times if you have a certain life event, such as losing Medicaid. Learn more at pennie.com or call 1-844-844-8040.

CHIP

For grandparents raising grandchildren and other kinship caregivers, Pennsylvania's Children's Health Insurance Program (CHIP) may provide health care coverage for children or teens who are uninsured and not eligible for Medical Assistance. You can learn more by visiting www.dhs.pa.gov/CHIP, or by calling 1-800-986-KIDS (5437).

Long-Term Care Ombudsman

Pennsylvania's Long-Term Care Ombudsman, the advocate for older adults living in long-term care facilities, helps residents with complaints such as discharge rights and with referrals to resources. Call 717-783-8975 or visit www.aging.pa.gov/ombudsman.

For more information about the upcoming changes and key messages to share with older adults, go to www.dhs.pa.gov/phe.