

[Recipient Name First] [Recipient Name Last]
[Address Line 1]
[Address Line 2]
[City], [State] [Zip Code]

IMPORTANT:
You Must Renew Your Health Care Coverage Soon

Dear [Recipient Name First] [Recipient Name Last]:

Our records show you have Medical Assistance (MA) and/or Children's Health Insurance Program (CHIP) coverage. **You must take action or your MA and/or CHIP health insurance coverage will stop.** You must do your renewal paperwork so that we can see if you are still eligible for MA and/or CHIP health coverage.

If you do not do your renewal and return it to us in time, your MA and/or CHIP health coverage will stop.

Next Steps:

1. You should get your renewal packet in the mail in the next 30 to 60 days.
2. When you get it, you need to check it and change any information that is not right.
3. Sign and return it to us by the date printed on the packet. There are a few ways to give us your renewal and other needed proof:
 - Mail your renewal packet and proof to your County Assistance Office.
 - Drop off your renewal packet and proof at your local County Assistance Office.

You Can Renew Right Now!

- Call 1-866-550-4355 to do your renewal over the phone.
- Visit dhs.pa.gov/COMPASS to log in or create a COMPASS account to do your renewal online! Please see the back of this paper for how to log into COMPASS and do your renewal online using your Social Security number and the information below.

County:
Case Record Number:
Renewal Date:

Tip! Please see the document called ***Health Care Renewal Requirements and the End of Continuous Coverage*** for more information about doing your MA and/or CHIP renewal. You can also **[visit dhs.pa.gov/PHE](https://dhs.pa.gov/PHE)** for more information and helpful resources.

If you have questions about your benefits or the information in this letter, call the Statewide Customer Service Center at 1-877-395-8930. If you are in Philadelphia, call 215-560-7226.

These centers are open Monday – Friday from 8 a.m. to 4:30 p.m.

Thank you,
PA Department of Human Services

How to Use COMPASS to Complete Your Renewal

1. Visit dhs.pa.gov/COMPASS
2. Click on the **Renew Your Benefits** graphic on the COMPASS homepage
3. Select the first bullet, Department of Human Services Benefit, to renew your MA/CHIP.
4. You will need to fill out the following information and click the “Sign In” button on the bottom of the page to begin your renewal:
 - Social Security Number
 - Case Record Number*
 - County*
 - Renewal Date*

*You can find your county, case record number, and renewal date on the front of this letter or your renewal packet
5. If you already have a COMPASS account, enter your username and password to sign in and save your renewal to your account.
 - If you do not already have a COMPASS account, select No.
 - You will need the following information to create your account:
 - o Name
 - o Date of birth
 - o Email address
 - You will be prompted to create a username and password, as well as establish security questions and answers.
6. The COMPASS system will walk you through all of the information you provided during application (or your last renewal). You will need to update any information that may have changed, such as:
 - Household members and their individual information
 - Income
 - Insurance
 - Expenses
 - Resources
7. Review the information and submit your renewal.
 - Signature Options – Choose either “Yes I would like to e-Sign” or “No, I do not want to e-Sign my application”. The e-Sign option allows you to provide your signature electronically. If you do not e-Sign your renewal, you will have to print, sign, and mail/fax/scan a paper signature page.
8. Click on View Required Items to review verification you need to submit with your renewal. Click on Attach A File or Scan Documents to submit your verification documents electronically. You can also mail or drop off documents at your local county assistance office.

**If you need help using COMPASS, call the Helpline at 1-800-692-7462
Monday – Friday between 8:30 a.m. and 4:45 p.m.**

Health Care Renewal Requirements and the End of Continuous Coverage

What is the continuous coverage requirement and what does it have to do with Medical Assistance (MA) and the Children's Health Insurance Program (CHIP)?

During the pandemic, Pennsylvania was able to continue MA and CHIP health coverage for most people even if they became ineligible for or did not renew their coverage. This was called the continuous coverage requirement.

In December 2022, the federal government passed a bill that ends the continuous coverage requirement for MA and CHIP on March 31, 2023. **Those receiving MA and/or CHIP after March 31, 2023 will need to complete their annual renewal when it is due to see if they are still eligible to receive health coverage. Not completing your renewal on time may mean your health coverage will end.**

What do I need to do now?

You must renew your MA and/or CHIP coverage. Be on the lookout for your renewal packet in the mail, which will be sent within the next 30 to 60 days. You must complete and return your renewal packet to your local County Assistance Office (CAO) in-person or by mail, online on COMPASS, or over the phone by the date printed on the packet.

If you do not return your completed renewal by the date it is due back, your MA/CHIP health coverage will stop.

When will I get my renewal packet for MA and/or CHIP?

Your renewal packet will be mailed to you the month before your renewal is due. If you are signed up to receive text messages from the Pennsylvania Department of Human Services (DHS), you will get a text notification when your renewal packet is mailed to you. Find out how to sign up for text messages from DHS at dhs.pa.gov/text.

How do I complete my renewal? Can I complete my renewal online or over the phone?

Renewal packets can be completed in a few ways:

- By submitting the renewal to your CAO either by mail or dropping it off in person.
- On the phone by calling 1-866-550-4355, Monday – Friday, between 8 a.m. and 4:30 p.m.
- Online at dhs.pa.gov/COMPASS

The easiest way to complete your renewal is online at dhs.pa.gov/COMPASS. You can even submit any required verification documents on COMPASS or through the myCOMPASS PA mobile app. You can download the myCOMPASS PA mobile app for free from the Apple App Store or Google Play Store.

How long do I have to complete and submit my renewal?

A date when we need your renewal and information is listed on your renewal packet. If you have trouble completing your renewal or getting the needed documents by the date on your renewal packet, contact your local County Assistance Office or the Statewide Customer Service Center at 1-877-395-8930. In Philadelphia, call 215-560-7226.

These centers are available Monday – Friday 8 a.m. - 4:30 p.m.

What if my packet is not delivered or arrives late?

If you do not get your packet or it arrives late, please call the Statewide Customer Service Center at 1-877-395-8930 or 215-560-7226 in Philadelphia Monday – Friday, 8 a.m. - 4:30 p.m. They can send you a packet and help make sure you have enough time to do your renewal and give us required documents.

You can also do your renewal online at dhs.pa.gov/COMPASS or by calling 1-866-550-4355 to complete your renewal over the phone with a representative.

What happens if I do not give you my renewal and/or needed documents by the date on my renewal packet?

If you do not get your renewal packet to us or do not give us required documents by the date on your renewal packet, your MA and/or CHIP health coverage will stop. You will receive a notice in the mail telling you when your medical coverage will end. The notice will tell you how to appeal the decision by asking for a fair hearing if you think we made a mistake. If you do not appeal, you can still give us your renewal and/or required documents up to 90 days after the date your medical coverage ends on your notice without the need for a new application. If you are still eligible for MA/CHIP, your MA/CHIP will reopen with no gap in coverage.

What if I complete my renewal and I'm not eligible for MA and/or CHIP?

If you are not eligible for MA and/or CHIP, you will get a notice in the mail telling you when your medical coverage will end. You can appeal the decision if you think we made a mistake by asking for a fair hearing. Appeal and fair hearing rights and how to file an appeal will be on the notice you get.

If you are not eligible for MA and/or CHIP, you may be referred to Pennie®, Pennsylvania's official health and dental insurance marketplace and only source of financial assistance to lower the cost of coverage and care. You can find out more about Pennie by visiting pennie.com/connect or calling 1-844-844-8040.

Children under age 19 who are not eligible for MA may be reviewed for CHIP. You can find out more about CHIP by visiting www.chipcoverspakids.com or calling the CHIP Helpline at 1-800-986-KIDS (5437).



Learn more about your MA/CHIP renewal and the end of the continuous coverage requirement at dhs.pa.gov/PHE or by scanning the QR code.

The easiest way to keep up with your coverage and other important information is by signing up to receive text messages from DHS. Learn how to opt-in to texts by visiting dhs.pa.gov/text