

# PUBLIC HEALTH EMERGENCY UNWINDING HELPER CALL 1 SCRIPT



Last updated December 19, 2022

- **Audience:** Everyone with an upcoming MA/CHIP renewal 90 days ahead of the renewal.
- **Purpose:** Encourage use of electronic means of communication and updating information
- 93 words (final prompt is 20 words)

“This is an important message from the Pennsylvania Department of Human Services about your Medical Assistance and/or CHIP benefits. Your household has a renewal of Medical Assistance and/or CHIP coming up, and we want to make sure you receive information and paperwork about your benefits. If you moved or changed other contact information, please update your information online at [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS) or by calling the Customer Service Center at 1-877-395-8930 or at 215-560-7226 if you’re in Philadelphia. Get important notices and updates easily by signing up for texts and eNotices. Find out how to sign up at [dhs.pa.gov/TEXT](https://dhs.pa.gov/TEXT).

To hear this message again, please remain on the line. If you are finished with this message, you may hang up. .”