



# APPLICATION GUIDE

## IF YOU NEED LONG-TERM SERVICES AND SUPPORTS

### HOW DO I APPLY?

**Phone:** Call our Independent Enrollment Broker (IEB) at 1-877-550-4227. They will be available to help you apply for long-term services and supports (LTSS) through the Community HealthChoices (CHC) program;

**Online:** [www.compass.state.pa.gov](http://www.compass.state.pa.gov)

### HOW DO I KNOW IF I QUALIFY?

To be eligible for LTSS, you must meet the financial eligibility and need criteria. The IEB will schedule an in-person assessment for you, which is done in your home, in a hospital, or in a nursing facility — wherever you are. This will determine if you need LTSS. The IEB will also help you complete a Medicaid application, which is sent to the county assistance office (CAO). A caseworker from the CAO might contact you for additional information if they have questions about your financial information. Once those things are completed, you will be notified by the department if you qualify for Medicaid services.

### HOW DO I CHOOSE MY MANAGED CARE ORGANIZATION (CHC-MCO)?

When you meet with the IEB, they will talk to you about the CHC plan options in your area. You should think about which health care and long-term services providers participate with the CHC plan, as well as any additional services that the CHC plan might offer. If you do not make a selection, a CHC plan will be assigned to you. If you want to change your CHC plan, you may do so at any time.

### WHEN DOES MY COVERAGE BEGIN?

Your coverage with the CHC plan begins on the date you are determined eligible. The CHC plan will contact you to select a service coordinator. The service coordinator will work with you to develop a service plan and assist you with finding service providers. If you have medical expenses prior to the date that your CHC plan coverage starts, these expenses might be covered.

**THE LIFE PROGRAM** // If you are at least 55 years old, you may also be eligible for the Living Independence For the Elderly (LIFE) program, which is a voluntary managed care program different from CHC. You must be nursing facility clinically eligible, financially eligible for Medical Assistance, reside in an area served by a LIFE provider, and be able to live safely at home or in the community. Call 1-844-824-3655 or go to [www.palifeprograms.org/locate-a-life-program](http://www.palifeprograms.org/locate-a-life-program) for more information.



# APPLICATION GUIDE

## IF YOU DO NOT NEED LONG-TERM SERVICES AND SUPPORTS

### HOW DO I APPLY?

**Online:** [www.compass.state.pa.gov](http://www.compass.state.pa.gov); **Phone:** 1-866-550-4355; **Mail:** Applications can be found at [www.HealthChoices.pa.gov](http://www.HealthChoices.pa.gov); or **In person:** visit a county assistance office.

### HOW DO I KNOW IF I QUALIFY?

In order to qualify for CHC, you must be on Medicare and financially eligible. The county assistance office will determine if you are financially eligible and might contact you for additional information if they have questions. Once those things are completed, the commonwealth will let you know if you qualify. Then you will need to work with our IEB to choose which CHC plan you will get coverage from.

### HOW DO I CHOOSE MY MANAGED CARE ORGANIZATION (CHC-MCO)?

The IEB will send you information about selecting a CHC plan. You should think about health care providers who participate in each network and any additional services that the CHC plan might offer. If you do not make a selection, a CHC plan will be assigned to you. If you want to change your CHC plan, you may do that at any time.

### WHEN DOES MY COVERAGE BEGIN?

Once approved, your Medicaid coverage will begin on the date of your application. The IEB will send you a letter that states the date that your CHC plan coverage will begin. If you have prior medical expenses, these expenses might be covered.