

# MEDICAID UNWINDING COMPASS COMMUNITY PARTNER Q&A



Webinar held on January 24, 2023

## COMPASS

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**Q: What is the Public Health Emergency (PHE)?**

A: The Public Health Emergency (PHE) is a federal declaration that was implemented in response to the COVID-19 pandemic.

**Q: Is the MA renewal application the same as the full MA application?**

A: It is similar; however, COMPASS renewals are pre-populated with existing case information. So, while much of the same information is required, the process is faster.

**Q: Can we renew applications without the client's code?**

A: The Head of Household on the case's Social Security Number, case record number, and renewal date are required in order to renew. Community Partners must also indicate that the individual has given their consent to submit the renewal on their behalf.

**Q: What will the organization need to do for all of the renewals that have been submitted without documentation?**

A: If verification was requested on the Verification Checklist (PA 253) that was sent with the renewal to the individual, the Community Partner can assist by uploading verification documents to the submitted renewal. If the County Assistance Office requests verification that was not originally requested on the PA 253 that was sent with the renewal, the County Assistance Office will send another PA 253 to request this verification and the Community Partner will be able to view this updated verification request by going to the renewal's Check Status page on their Community Partner Dashboard and can assist the individual by uploading additional requested verification.

**Q: Sometimes it is difficult to renew someone's benefits without their case record number. Is there another way to assist them with the renewal?**

Renewals cannot be initiated without a case record number. This number is on most documents that are mailed to the client from DHS. It could also be found in their My COMPASS Account if their case is connected to their account. They can also contact the Customer Service Center at 1-877-395-8930 (1-215-560-7226 for Philadelphia) or the DHS Helpline at 1-800-692-7462 to obtain their case record number.

**Q: If our Patient/MA Beneficiary wants help setting up a COMPASS account, is there training that gives our Assisters step by step instruction?**

The COMPASS Quick Reference Guide and COMPASS Web-based tutorial under Helpful Links have information on setting up a My COMPASS Account. There is also a COMPASS flyer with this information that we can send out after the webinar.

**Q: Why can we not see the documents that have already been submitted for clients?**

Currently COMPASS does not support a list of uploaded documents, however this is an enhancement that we hope to complete in the future.

**Q: What if the participant does not have an income, but receives money from a family member who does not live with them?**

This can be entered in the COMPASS renewal or application as “Other Income.” In the dropdown menu on the “Other Income” page, “Other” would be selected and a description would be entered such as, “support from outside the house.”

**Q: Can we have renewal dates accessible on COMPASS, even if individual cases were not recorded in COMPASS in a given year?**

Yes, renewal dates can be looked up for all cases.

**Q: Do we get our own login for each individual we assist?**

No. Each Community Partner user has one username (b- ID) and password that is used to access their Community Partner Dashboard.

**Q: How often does it renew? What documents are needed to renew?**

Renewal periods and required documentation vary by program and individual circumstance.

**Q: How many registrants are allowed per MCO?**

Each COMPASS Community Partner Organization can have up to 4 Delegated Administrators and an unlimited number of business partner users.

**Q: Have they Updated the Income guidelines?**

The Federal Poverty Income Guidelines are updated annually and were recently published with an effective date of 1/12/2023. COMPASS was updated with these new limits. For more information on the limits, please go to: <https://www.federalregister.gov/documents/2023/01/19/2023-00885/annual-update-of-the-hhs-poverty-guidelines>

**Q: Do I need my client to sign a release?**

A signed release is not required for submitting applications and renewals on behalf of individuals and families.

**Q: Parents without a social security number should be able to renew on compass. It would be beneficial if SARs could be completed on compass.**

We are working to introduce an enhancement that will allow COMPASS renewals to be initiated with a Recipient ID Number in addition to a Social Security Number, similarly to how a Recipient ID Number can be used to create a My COMPASS Account instead of a Social Security Number. We are also working on enhancements that will allow SARs to be completed on COMPASS in the near future.

**Q: How the dashboard looks, and the management tools that come along with the partner program?**

Please see the materials provided to webinar registrants after the webinar. Also, go to [dhs.pa.gov/COMPASS-->Helpful Links-->Using COMPASS](https://dhs.pa.gov/COMPASS-->Helpful Links-->Using COMPASS), and refer to the COMPASS tutorials and Quick Reference Guides.

**Q: Is there a way to setup multiple mail recipients? Example Individuals receiving services and Legal Guardian.**

Yes. On the Individual Details page there is a question, “Does (Individual Name) have a representative, power of attorney, or additional contact person?” If you select yes, an Additional Contact page will appear where you can enter the name and contact information of this individual. Entering someone as an Authorized Representative is authorizing that they may receive copies of notices.

**Q: Can a community partner be an individual not an organization?**

COMPASS Community Partner organizations can be an individual. However, to register as a COMPASS Community Partner, a Federal Employer Identification Number (FEIN) is required, so typically if it were an individual, they would be self-employed and assisting individuals and families.

**Q: Why are we getting booted off Compass? We be in the middle of starting an application, and it kick us off. It is time consuming.**

If a Community Partner is experiencing this issue, please use the RA-PWCOMPASSCP@pa.gov email to report this, so we can research the issue and try to resolve it.

**Q: Can community partners receive copies of notices that go out?**

Yes. A Community Partner can receive notices if the client agrees to allow them to be their authorized representative. See question 34.

**Q: Why can we not upload documents for clients that are sent to DHS from Pennie?**

The Community Partner must have the DHS record number associated with that particular Pennie application or applicant. If they will not be able to use the COMPASS dashboard to upload documents.

**Q: If a company has different divisions (6400 Waiver, 6600 ICF etc.) can an account be set up for each division or is it just one for all individuals?**

Each new user must set up their own COMPASS Community Partner account. Each organization can have multiple locations, which can be used to differentiate between separate divisions if necessary.

**Q: I've been assisting clients on compass for the past 2 weeks. and once I submit the application it freezes. Was wondering if other's been having the same issue?**

Currently there is a system issue related to the CAPTCHA question at the end of some applications. This may cause the applications to appear like it freezes after clicking Submit, however all applications are being received. We are working to resolve this issue.

**Q: Please explain the process for changing an administrator.**

Please register new Delegated Administrators by following the steps in the Online Self-Registration guide. Once the new admin is registered, please email RA-PWCOMPASSCP@pa.gov and we will revoke access for the previous administrator's account.

**Q: Is there a community partner number that can be provided to us for us to use when calling DHS customer services with a client to bypass the confirmation process? Clients come to us to help and call on their behalf due to language barriers. We lose a lot of time in the verification process due to DHS reps needing to get interpreters to ask the client what I can do.**

No, there is not a Community Partner number to call. For application assistance, please call the DHS Helpline at 1-800-692-7462. For case-related assistance, please call the Customer Service Center at 1-877-395-8930 (1-215-560-7226 for Philadelphia).

**Q: Will the MCOs be given a direct line in case of overflow calls that may not be answered by DHS.**

If a recipient has questions about their renewal, they can call the Statewide Customer Service Center at 1-877-395-8930 or 215-560-7226 in Philadelphia. They can also call the Customer Service Center to ask questions about benefits or report changes to your contact information, income, and more.

If a recipient needs help filling out their renewal packet, they also can call 1-866-550-4355 to complete their renewal with a representative over the phone.

Recipients should call their MCOs when they have questions regarding their coverage.

**Q: Can you please tell us how long approvals of Delegated Admins takes once submitted? Is that normally 7-10 days or longer?**

Community Partner Requests are usually processed within three business days.

**Q: Can you explain the difference between COMPASS and eCIS and which users should access each system for which purposes?**

COMPASS is an online tool to apply for health and human service programs and manage applications and renewals, and other benefit information. ECIS is an eligibility system that is used to process and store client information.

Business Partners use COMPASS to assist individuals with application and renewal submission and they have access to a Dashboard to manage and track applications and renewals.

Individuals in the public use COMPASS to submit applications and renewals and it allows them to view their current benefit information.

Some Business Partners have access to ECIS to view clients' eligibility only.

Individuals in the public do not have access to ECIS.

**Q: Is there a phone number specifically for Community Partners only? The 800 number results in wait times of 45 minutes at a minimum.**

No, there is not a number for Community Partners only. Community Partners may submit technical issues or questions regarding being a COMPASS Community Partner or registration to the COMPASS Community Partner mailbox at RA-PWCOMPASSCP@pa.gov.

**Q: What is the URL for the COMPASS Community Partner Registration/Login?**

Go to: <https://www.compass.state.pa.us/Compass.Web/CP/Landing>

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## **PHE**

**Q: Are we able to get a list of people, who is due to renew?**

A list cannot be provided directly to Providers or the public as per privacy guidelines. MCOs are able to use the daily 834 files to reference renewal dates.

**Q: What is the anticipated processing delay for MA renewals after March 31st?**

There are no expected delays.

**Q: How will it work for those with emergency Medicaid?**

Each EMA recipient will receive a renewal packet and will also receive a separate mailing during the month of their renewal which will contain the Emergency Medical Condition Information Eligibility Form (PA 1917) and the Unwinding Emergency Medical Condition Cover Letter informing them they must verify their emergency medical condition to continue their coverage.

**Q: Where can Pennie, as Pennsylvania's health insurance marketplace do the most good to help provide Pennsylvania residents with options?**

Pennie, along with direct stakeholders such as assisters (navigators) and brokers, can educate and inform the unwinding population of two major changes to the individual marketplace since the Public Health Emergency began: 1) Pennie is the official marketplace for Pennsylvanians (replaced healthcare.gov) and 2) health coverage has never been more affordable with the enhanced subsidies from the Inflation Reduction Act, especially for low-income residents. Once a customer visits <https://pennie.com>, uses the Plan Comparison Tool to see their savings and affordable plans in their area, and potentially asks for free personalized help, they'll soon see that Pennie makes it simple to get peace of mind that comes with health coverage. Another place Pennie can do the most is good for the MA population is providing a warm reception to those denied MA. Once their information is transferred, the customer's application will get a head start with a savings estimate so all the customer must do is select a plan and pay their first month's premium (if they even have one).

**Q: Will updated data be provided to evaluate impact?**

DHS will follow up with messaging when there is public release of data.

**Q: If a Medicaid recipient has submitted their renewals throughout the pandemic, will they still be evaluated for continuing eligibility?**

Yes, but if they have continued to renew their benefits and have continued to be eligible and are not only eligible because of the continuous coverage requirement, they will be evaluated for continuing eligibility when it's their regular renewal time or when they report a change in circumstances.

**Q: How are we put in contact with individuals that need our assistance?**

You and/or your organization can help by using your existing communications channels – like social media and newsletters – to get trusted messages to your neighbors and community members. By signing up to be a Helper, you will receive information via email that will support you in this effort.

**Q: I know there is a 12-month wind down for MCOs after the end of the PHE, but what will that look like? How will it tie to the members renewal?**

Please check out the DHS PHE Unwinding Page for important information. Under the Stakeholder Kit there is an MCO Q&A document. Go to: <https://www.dhs.pa.gov/PHE/Pages/default.aspx>

**Q: What's to come after the end of the PHE with renewals and benefits?**

The Consolidated Appropriations Act of 2023 set April 1, 2023, as the end of continuous coverage for MA and CHIP. After April 1, 2023, DHS will return to normal eligibility processes. This means that all MA and CHIP recipients must complete an annual renewal to see if they are still eligible for coverage. MA and CHIP recipients should watch for their renewal and complete it as soon as they can to avoid a loss of coverage.

**Q: If customers have renewal dates before 04/2023, will the unwinding impact them in 2024?**

If a customer has kept up with renewing their benefits and they continue to be eligible and are not only eligible because of the continuous coverage requirement, they will not be impacted by the unwinding period.

**Q: Will agents be compensated for assisting consumers in obtaining Medicaid coverage?**

No, in general, COMPASS Community Partners, assisters, and other Helpers are not compensated for helping consumers obtain or maintain Medicaid coverage. Some organizations may have separate grants they have received to assist individuals, but these grants are not part of being a COMPASS Community Partner.

**Q: If someone has received their renewal in January, will they be sent another renewal in April due to the unwinding?**

If an individual received their renewal in January and renewed their benefits and were eligible and not only eligible due to the continuous coverage requirement, the individual will be sent another renewal at the regular renewal time.

**Q: How do these individuals find me as a helper?**

You and/or your organization can help by using your existing communications channels – like social media and newsletters – to get trusted messages to your neighbors and community members. By signing up to be a Helper, you will receive information via email that will support you in this effort.

**Q: Will later on, will it be disclosed at least the number specifically for renewals per county? that way we know with what number of renewals we have to work with?**

DHS will follow up with messaging when there is public release of data.

**Q: Will ALL of our consumers with Medical Assistance be receiving a Renewal packet in April, no matter when their yearly renewal is?**

No. Individuals who have continued to renew and remain eligible will receive their renewal at their regular renewal time. Information on when a renewal is due is available on COMPASS or can be found on the myCOMPASS PA mobile app. Individuals who are only eligible because of the continuous eligibility requirement will be renewed during the unwinding period and will receive a renewal packet between March 2023-February 2024.

**Q: Where can we find more information on the PHE and End of Continuous Coverage Unwinding?**

Go to: <https://www.dhs.pa.gov/PHE/Pages/default.aspx>

## **Other**

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**Q: Guidelines for healthcare provider organizations**

Please check out: <https://www.dhs.pa.gov/providers/Providers/Pages/Health-Care-for-Providers.aspx>

**Q: Why are the renewals sent to the facility instead of to the responsible party. This causes a delay in getting the information to the CAO.**

The party that the renewal packet is sent to can be changed. A responsible party may request to have renewal packets sent to them instead. Statewide customer service centers or local CAO can be contacted to make this change.

**Q: Length of time individuals will be notified prior to losing coverage.**

If an individual has their Medical Assistance coverage ended, they will be provided with 15 days advance notice. If they're enrolled in managed care, their coverage will go until the end of the month in which their end of coverage date lands.

**Q: When the PHE ends will those who have aged into Medicare and are no longer eligible for Medicaid receive guaranteed issue status for Medigap**

With this question, we thought it was important to inform you that the Consolidated Appropriations Act, 2021 established a Medicare Special Enrollment Period (SEP) for individuals who lose Medical Assistance eligibility and have missed a Medicare enrollment period. The SEP will start when they receive notice of the upcoming termination of Medical Assistance coverage and end 6 months after the termination of their Medical Assistance benefits. Once the individual submits a Medicare enrollment request, their Medicare coverage will begin the first day of the month following the month that they enroll.

For questions on Medigap, please contact PA MEDI at 1-800-783-7067.

**Q: What are the guidelines for Medicaid Assistance?**

Please check out: <https://www.dhs.pa.gov/Services/Assistance/Pages/MA-General-Eligibility.aspx>

**Q: Can you please provide us with the new income guideline 2023?**

The Federal Poverty Income Guidelines have been published with an effective date of 1/12/2023.

For more information, please go to: <https://www.federalregister.gov/documents/2023/01/19/2023-00885/annual-update-of-the-hhs-poverty-guidelines>