

Medicaid & CHIP Renewal Communications Cheat Sheet – What to Expect and Who to Contact

Days from Renewal	Communication	Who to Contact
90 Days	<p>Key message: Check or update your contact information; Know your renewal date</p> <p><u>Members will receive:</u></p> <ul style="list-style-type: none"> Mailed flyer alerting of upcoming renewal, reminder to update contact information if they have moved, changed phone numbers, etc. Blast call to Medicaid & CHIP recipients with phone number on file Text, email outreach with same message as available <p>Text message 1 (also available in Spanish): “Is your contact information up to date with DHS? Don’t miss important info about your benefits. Update your information at dhs.pa.gov/COMPASS.”</p>	<p>Ways to update contact information or find a renewal date:</p> <p>Go online to dhs.pa.gov/COMPASS</p> <p>Call the Customer Service Center at 1-877-395-8930 or at 215-560-7226 if you’re in Philadelphia</p> <p>Use the free myCOMPASS mobile app</p> <p>Go in person to your local County Assistance Office (CAO)</p> <p>For general questions about CHIP coverage, go to chipcoverspakids.com or call 1-800-986-KIDS (5437)</p>
60 Days	<p>Key messages: Reminder of upcoming renewal, encourages early completion of renewal through COMPASS, over the phone, or in person at CAO</p> <p><u>Members will receive:</u></p> <ul style="list-style-type: none"> Mailer detailing what is needed to renew, FAQ about renewal process, and how to start renewal early Blast call to Medicaid & CHIP recipients with phone number on file Text message, email outreach with same message <p>Text message 2 (also available in Spanish): “Your Medical Assistance and/or CHIP renewal is due. Your health care coverage matters. Complete your renewal now at dhs.pa.gov/COMPASS. Learn more: dhs.pa.gov/PHE”</p>	<p>Ways to start a renewal early:</p> <p>Go online to dhs.pa.gov/COMPASS</p> <p>Call the Consumer Service Center at 1-866-550-4355</p> <p>For general questions about Medicaid/Medical Assistance eligibility and renewals, call the Customer Service Center at 1-877-395-8930 or at 215-560-7226 if in Philadelphia</p> <p>For general questions about CHIP coverage, go to chipcoverspakids.com or call 1-800-986-KIDS (5437)</p>
30 Days	<p>Key message: Complete your renewal now</p> <p><u>Members will receive:</u></p> <ul style="list-style-type: none"> Renewal packet with information about how to return the forms, how to complete via phone, how to complete online, and where to go for help Text message nudges as renewal deadline approaches <p>Text Nudge 1: “Your renewal packet has been mailed to you. Please be aware that the renewal packet will take several days to arrive in the mail. Please note that you can use a computer to log in to your MyCOMPASS account and complete your renewal today.”</p> <p>Text Nudge 2: “Your renewal is due in 5 days. Please use a computer to log in to your MyCOMPASS account to complete your renewal today. You</p>	<p>How to complete a renewal online:</p> <p>Go online to dhs.pa.gov/COMPASS</p> <p>How to complete a renewal by phone:</p> <p>Call the Consumer Service Center at 1-866-550-4355</p> <p>If in-person assistance is needed, go in person to the local County Assistance Office</p> <p>If a renewal packet is lost or does not arrive:</p> <p>Complete a renewal online at dhs.pa.gov/COMPASS</p>

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	<p>can also complete your renewal packet and mail it back to your CAO with the provided pre-paid envelope.”</p>	<p>Call the Customer Service Center at 1-877-395-8930 or at 215-560-7226 if in Philadelphia</p> <p>For questions about CHIP coverage, go to chipcoverspakids.com or call 1-800-986-KIDS (5437)</p>
<p>After Renewal is Due</p>	<p>Following renewal processing, household will receive an eligibility notice indicating whether they are still eligible for Medicaid coverage or CHIP at their current cost level, as well as appeal and reconsideration processes.</p> <p>If ineligible for Medicaid/CHIP, recipients’ information will be securely & automatically transferred to Pennie®, Pennsylvania’s official health insurance marketplace.</p> <p><u>Members will receive:</u></p> <ul style="list-style-type: none"> • If they do not complete a renewal, a mailing informing them of ability to return renewal late and avoid loss of coverage. This process is called reconsideration. • If they believe we made a mistake in determining eligibility or don’t agree with the result of their renewal, they can file an appeal. • Information will also be given to Pennie®, who will send outreach regarding other coverage options available. 	<p>Request a reconsideration by: Submitting the renewal and/or any missing verifications by mail or online at dhs.pa.gov/COMPASS</p> <p>Calling the Customer Service Center at 1-877-395-8930 or at 215-560-7226 if in Philadelphia</p> <p>File an appeal by: Following the instructions on the notice received from DHS</p> <p>Calling the Customer Service Center at 1-877-395-8930 or at 215-560-7226 if in Philadelphia</p> <p>For questions about coverage available through Pennie®, go to pennie.com or call 1-844-844-8040</p> <p>For questions about CHIP coverage, go to chipcoverspakids.com or call 1-800-986-KIDS (5437)</p>
<p>Post-Renewal Referral to New Coverage</p>	<p>If a person is financially ineligible for Medicaid, their information will be sent to Pennie® to ensure they are quickly connected to other affordable options to stay covered.</p> <p>A notice will be sent (mail and/or email) with:</p> <ul style="list-style-type: none"> • Code to access newly created Pennie account • Estimate of financial savings available to help reduce the cost of coverage and care • 120-day Special Enrollment Period w/ optional 60-day retro coverage. <p>If a person does not return their renewal, their information will be sent to Pennie®. Outreach will be performed based on the communication avenues shared: Co-branded postal letter, emails, outbound calls.</p>	<p>For questions about coverage available through Pennie®, go to pennie.com or call 1-844-844-8040</p> <p>For questions about CHIP coverage, go to chipcoverspakids.com or call 1-800-986-KIDS (5437)</p>