

# COVID-19 Public Health Emergency (PHE) Unwinding

MLTSS Subcommittee Meeting  
August 3, 2022

- Unwinding the PHE
- Office of Long-Term Living's (OLTL) Role (Actions Internally for the PHE)
- Becoming a PHE Helper
- The PHE Helper Portal
- Commonwealth of Pennsylvania Application for Social Services (COMPASS) Community Partners
- Wrap Up/Questions



# Unwinding the PHE

- What is the PHE?
  - A PHE is an official declaration made by the U.S. Department of Health and Human Services (DHHS), a federal agency, when a disease or disorder presents an emergency to public health, or a PHE otherwise exists due to significant outbreaks of infectious disease.

- When does the PHE end?
  - It is not certain as to exactly when the PHE will end.
  - The earliest date by which it could end is believed to be October 13, 2022.
- Why is it important?
  - After the PHE ends, anyone who is found to be no longer eligible during their scheduled renewal for Medical Assistance (MA), or who fails to complete their scheduled MA renewal, will be disenrolled from MA coverage.

- What is the Department of Human Services (DHS) doing for the end of PHE?
  - Multiple DHS Offices and other Commonwealth Agencies are working together.
  - Right now: As the PHE unwinding nears, DHS and other Commonwealth agencies will increase communications to recipients, business partners, and stakeholders to ensure the information is available when it is needed.

- Down the Road:
  - Communications will shift to completing renewals and what happens when someone is no longer eligible for MA
    - (i.e., reconsiderations/appeals/referrals to CHIP/Pennie).
- Visit the PHE Landing Page for evolving information regarding the PHE and DHS efforts at [dhs.pa.gov/PHE](https://dhs.pa.gov/PHE).

- When will we know more?
  - Our federal partners have committed to giving states 60 days' notice prior to the end of the PHE. At this point, the 60-day notice would be provided no later than August 14, 2022.
  - Information about the date the PHE will end will be communicated through several channels such as DHS PHE Landing Page, the DHS Helper Portal (which we will cover later in this presentation), listservs, email messages, texts, etc.





# OLTL's Role (Actions Internally for the PHE)

- Staff Involvement
- Communication to OLTL Staff
- Interaction with Stakeholders

- Jermayn Glover is the OLTL lead for the PHE unwinding.
  - There are OLTL staff from multiple areas involved in the end of COVID PHE meetings.
- Those OLTL staff members have an internal monthly meeting to discuss the project with each other.

- Jermayn Glover gave a presentation to OLTL staff during the May All-Staff meeting to inform them about DHS's preliminary efforts with the unwinding and introduce the PHE website.
- A message was sent to OLTL staff on July 29th to give an update on the PHE and their role in the unwinding of the PHE.

- OLTL has shared information on our listservs about the DHS Helper Portal related to the End of PHE unwinding.
- As we receive questions from stakeholders, we're utilizing staff from DHS and other involved agencies to vet answers and make sure the responses we give are accurate and consistent.

- Data has been shared with our Community HealthChoices (CHC)-Managed Care Organizations (MCO) and Living Independence for the Elderly (LIFE) Provider Organizations (PO) as a lead on who to communicate with in the near-term. This data will be updated as new potential PHE end dates near. Dual Special Needs Plans (D-SNP) will coordinate with the CHC-MCOs.

- OLTL is also communicating with the CHC-MCOs about the unwinding on a CHC-MCO biweekly call.
- We plan to have the CHC-MCOs present in September on their approach to the PHE unwinding.



# PHE Helpers



## What is a PHE Helper?

- A trusted partner to assist in this PHE unwinding process through their means of connection to individuals that will need to renew MA benefits.
- DHS will use the DHS Helper Portal to send regular communications on the status of the PHE unwinding and help individuals stay covered after the PHE ends.

# How does a PHE Helper Help?


- By using existing communications channels – like social media and newsletters – to get trusted messages to their neighbors and community members.

# How do you become a helper?

- Fill out the simple online form on the PHE Helper webpage.
- The form will generate an email to the email address given.
- Confirm the address by walking through the prompts in the email.
- Congratulations! You are a helper!

## How to Register to be a Helper:

<https://www.dhs.pa.gov/PHE/Pages/Helpers.aspx>

Complete the form below OR  
open the signup form in a new window 

### Sign up for important PHE Communications.

**NOTE:** Once you complete this form, you will receive a confirmation email and you **MUST** click the link in that email to complete the process. Please check your junk folder if you do not see the email in your inbox.

\* indicates required

Email Address (required) \*

First Name (required) \*

Last Name (required) \*

# PHE Helper Portal (cont.)



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## Sign up for important PHE communications.

Sign up to get emails from the PA Department of Human Services about how the end of the Public Health Emergency (PHE) affects Medical Assistance in Pennsylvania.

**NOTE:** Once you complete this form, you will receive a confirmation email and you **MUST** click the link in that email to complete the process. Please check your junk folder if you do not see the email in your inbox.

**Email Address (required)**

**First Name (required)**

**Last Name (required)**

**Phone Number**

**Organization Name**

**Type of Helper**

**Other Type of Helper**

Subscribe

## Sign up for important PHE communications.

### Almost finished...

We need to confirm your email address.

To complete the subscription process, **YOU MUST** click the link in the email we just sent you. Please check your junk folder if you do not see it in your inbox.

Pennsylvania Department of Human Services  
625 Forster St  
Harrisburg, PA 17120-0701

[Add us to your address book](#)

« return to our website



## Sign up for important PHE communications.

### **Please Confirm Subscription**

Yes, subscribe me to this list.

If you received this email by mistake, simply delete it. You won't be subscribed if you don't click the confirmation link above.


For questions about this list, please contact:

[RA-PWDHSPRESSOFFICE@pa.gov](mailto:RA-PWDHSPRESSOFFICE@pa.gov)

## Sign up for important PHE communications.

### Confirm Humanity

Before we subscribe you, we need to confirm you are a human.

 I'm not a robot   
reCAPTCHA  
Privacy - Terms

Subscribe

## Sign up for important PHE communications.

### Subscription Confirmed

Your subscription to our list has been confirmed.

Thank you for subscribing!

Pennsylvania Department of Human Services  
625 Forster St  
Harrisburg, PA 17120-0701

[Add us to your address book](#)

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- When you sign up, you will receive communications from PA DHS containing:
  - Suggested Messaging
  - Key Dates
  - Social Media graphics
  - Self-Printed Materials
  - Toolkits
  - Important Dates
  - And more...

# COMPASS Community Partners



## What are COMPASS Community Partners?

- Community Partners are community-based agencies, organizations, coalitions, and other groups that wish to help Pennsylvanians submit applications for health and human services.

Take the next step and become a

**Registered COMPASS Community  
Partner**

- Registered COMPASS Community Partners have access to a centralized location to help them manage their applications.
- If you are an MA provider, and you use your MA provider number when filing the application, you will receive notices of your patient's eligibility, including their MA ID number for billing purposes.

- Being a Community Partner allows you to:
  - Submit and track all applications in one location
  - E-Sign applications on behalf of applicants
  - Access saved and submitted applications for up to 180 days
  - View statuses of submitted applications
  - Submit documents electronically on behalf of applicants and recipients
  - View quick reports of applications
  - View detailed reports of applications through search function
  - View messages from DHS headquarters
  - Access forms, links and other publications



- PHE Website: [www.dhs.pa.gov/PHE](http://www.dhs.pa.gov/PHE)
- Become a Helper Link:  
[www.dhs.pa.gov/PHE/Pages/Helpers.aspx](http://www.dhs.pa.gov/PHE/Pages/Helpers.aspx)
- Also, check out our Stakeholder Resources and Toolkit page linked from the PHE Landing Page at [www.dhs.pa.gov/PHE/Pages/Stakeholder-Resources.aspx](http://www.dhs.pa.gov/PHE/Pages/Stakeholder-Resources.aspx)

# Wrap Up and Questions



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