



Medical Assistance Unwinding FAQ

1. When does Pennsylvania return to the normal renewal process for individuals enrolled in Pennsylvania Medical Assistance (MA) and Children Health Insurance Program (CHIP) Programs?

April 1, 2023, Pennsylvania will return to the normal renewal process. Renewals will be completed over the next 12 months.

2. Will individuals that receive services at my agency have to complete an annual renewal application to see if they are still eligible?

Yes, all individuals will need to complete an annual renewal application to determine if they are still eligible to receive MA and CHIP.

3. When should renewals be completed?

Renewals should be completed when they are received, even if individuals receive them before April 1, 2023.

4. How can renewals be completed?

There are a few ways for renewals to be completed:

- ***Complete the forms DHS sends and mail them back in the envelope included in the packet.***
- ***Drop completed forms off at the local County Assistance Office (CAO).***
- ***Complete the renewal online at dhs.pa.gov/COMPASS.***
- ***Complete the renewal over the phone by calling 1-866-550-4355.***

5. How can my agency help individuals renew their MA or CHIP benefits?

Talk to the individuals you work with at your agency and ask them if they changed any of their contact information. If someone changed their information, help them update their information at:

- www.dhs.pa.gov/COMPASS
- myCOMPASS PA mobile app
- 1-877-395-8930

6. Where can my agency find more information about the unwinding?

More information is available from DHS at www.dhs.pa.gov/PHE.

******Magellan will be outreaching providers monthly with a list of individuals connected to your agency that are at risk of losing their Medical Assistance benefits.******