



# DON'T RISK LOSING YOUR MEDICAL ASSISTANCE COVERAGE

## Your Action is Needed!

**You will be required to renew your Medical Assistance eligibility.** You will receive your renewal packet in the mail from the Department of Human Services (DHS). You will need to fill out and send your renewal packet back to DHS timely to ensure you do not risk losing your Medical Assistance coverage. Here is an idea of what you will see from DHS when your renewal is coming up:

- About 90 days before your annual Medical Assistance renewal date you will receive a request to update your information.
- About 60 days before your renewal date you will receive information to help you complete your renewal on **dhs.pa.gov/COMPASS**.
- About 30 days before your renewal date your renewal will be mailed to you.

### What you need to do to make sure you receive your Medical Assistance renewal packet in the mail:





**1. Make sure your contact information is up to date and check your renewal date.**

If your address has changed since 2020 and/or you are unsure of when your renewal is coming, use the myCOMPASS PA mobile app, visit the PA COMPASS website at **dhs.pa.gov/COMPASS**, or call the Customer Service Center at **1-877-305-8930** or **215-560-7226** if you live in Philadelphia to update your contact information and/or check your renewal date.

**2. Check your mail.** Your renewal packet will be coming in the mail.

**3. Complete and return your renewal by the due date printed in the renewal packet.**

There are four ways you can complete and submit your renewal:

-  **By mail** — Complete and return the forms by mailing them back in the provided envelope
-  **Online** — Complete your renewal online in COMPASS (**dhs.pa.gov/COMPASS**)
-  **Telephone** — Call **1-866-550-4355** to complete your renewal over the phone
-  **In-Person** — Complete and submit your renewal in person at any local county assistance office (CAO)

### Making Benefit Updates with DHS is Quick & Easy

1. Visit **dhs.pa.gov/COMPASS** to get started.
2. Download the MyCOMPASS PA mobile app from your app store to manage benefits from your phone.
3. Receive updates and alerts from DHS via text message. Go to **dhs.pa.gov/Text** to find out how to opt-in.



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**ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-888-477-9800 (TTY 1-877-454-8477).**

**ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-477-9800 (TTY 1-877-454-8477).**

**ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-477-9800 (телетайп ТТТ 1-877-454-8477).**