

Notice Date: March 9, 2023

Starting April 17, 2023, the Pennsylvania Department of Human Services (DHS) will begin processing applications and renewals instead of your child(ren)'s CHIP health insurance company. Your child(ren) will remain enrolled with their current health insurance company. There will be no changes to your child(ren)'s CHIP benefits or services.

After April 17, 2023, CHIP families should contact DHS directly with questions about eligibility and application processing. Attached with this letter is a frequently asked questions insert. The frequently asked questions insert includes specific information on:

- How to apply for/renew healthcare benefits.
- Where to provide requested verification documents.
- Contact information for all questions regarding your child(ren's) eligibility and application/renewal processing.
- Changes to the unique identifier number (UFI).
- Upgraded COMPASS usage capabilities.
- Access to myCOMPASS® PA mobile application.
- Appeal Rights and Responsibilities.

You will receive a welcome letter from DHS that includes additional information in approximately two weeks. You may continue to contact your child(ren's) health insurance company directly with questions about insurance benefits and services.

### **Contacting Us**

If you have any questions, please call us at **1-888-888-1211** (TTY: 1-877-454-8477). Our office is open and available 24 hours a day, seven days a week.

For more information on health care options for children in Pennsylvania, please visit:

**[www.chipcoverspakids.com](http://www.chipcoverspakids.com)**

Sincerely,  
KidzPartners

## IMPORTANT CHANGES TO YOUR CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP) ELIGIBILITY PROCESS

Currently, your CHIP health insurance company processes all applications, renewals, and changes to your CHIP coverage. **Starting April 17, 2023, the Pennsylvania Department of Human Services (DHS) will begin determining eligibility for CHIP applications and renewals.** This will include all communications related to eligibility and application/renewal processing.

**All paper CHIP applications, renewals, and verification documents should be submitted to DHS starting April 3, 2023.** More information about how and where to submit paper applications can be found in the RENEWALS section of this letter.

### **There will be NO changes to your CHIP Health insurance.**

#### What type of changes are coming due to this transfer?

CHIP eligibility will now be reviewed as another form of healthcare along with Medical Assistance (MA) by DHS. CHIP enrollees and potential enrollees will need to engage in a new process for eligibility and communication through DHS. CHIP families will see changes in the following areas:

- CHIP applications and renewals will be processed by caseworkers at local DHS County Assistance Offices (CAOs).
- Questions about eligibility and application processing can be addressed by calling the Statewide Customer Service Center at 1-877-395-8930 or 1-215-560-7226 in Philadelphia.
- Communications about eligibility for CHIP and application processing will come from DHS, including but not limited to eligibility notices, renewal packets, and verification requests.
- A new appeal process for eligibility determinations and appeal communications will come from DHS.
- CHIP families will use a record number instead of their Unique Family Identifier (UFI) number for easy identification in DHS systems and their My COMPASS Account.
- CHIP families will be able to do more with the myCOMPASS PA mobile application: upload verifications, leave messages for the caseworker, review correspondence, and choose paperless communications.

#### What is not changing?

- Your CHIP health insurance company and benefits.
- Income limits to qualify for CHIP.
- Requirements to verify income, citizenship, and identity.
- Premiums will continue to be handled by your insurance company.
- You will still contact your health insurance company with questions about health insurance benefits, providers, and premiums.

### Will my child(ren)'s CHIP coverage change?

No. There are no changes to your CHIP health insurance coverage or services. Your child will remain enrolled in coverage with their current health insurance company with no lapse in coverage.

- Health insurance member services will still answer benefit or services questions as well as assist if you need to change your primary care physician (PCP).
- Your choice of doctors will not change. Continue to contact your insurance company about in-network providers and services.
- Your insurance cards will remain the same.

### Who do I contact if I don't agree with a treatment or coverage decision?

If you do not agree with treatment, provider, or coverage decisions, you will continue to use the current complaint/grievance process that is provided to you by your health insurance company.

### When will these changes take place?

CHIP families will begin to receive communications from DHS in early 2023. You will receive a letter in early April 2023 with your new record number. CAOs will begin processing CHIP applications and renewals starting April 17, 2023.

**It is extremely important to open and read any mail or emails from DHS as they will contain important information about your application or current CHIP coverage.**

## CONTACTS

### Where do I send applications, renewals, and verifications?

Starting April 3, 2023, you will be able to submit applications, renewals, and verification documents in several ways:

- Online at [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS).
- Upload photos of verification documents on the free myCOMPASS PA mobile app.
- Call 1-866-550-4355 or call CHIP at 1-800-986-5437 and select option 2 to complete applications and renewals via phone.
- Mail, fax, or drop off items in person to your local CAO.

**Note:** Please do not send any applications, renewals, or verification documents to your CHIP health insurance company or to the CHIP Office in Harrisburg after April 3, 2023. This may delay the processing of your application or renewal.

### How do I report changes in my household after application and before renewal?

You can use COMPASS, the myCOMPASS PA mobile app, or call the Customer Service Center at 1-877-395-8930 or 1-215-560-7226 in Philadelphia to report changes such as household size, change in income, or a new address.

### How do I find my local County Assistance Office?

You can find the address, phone number, and hours of operation of your local County Assistance Office by:

- Visiting [www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx](https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx)
- Calling the Customer Service Center at 1-877-395-8930.

## Will I still be able to contact my CHIP health insurance company?

Yes. You will still receive communications from your health insurance company and be able to contact them with questions about benefits, services, and premiums.

## Who do I contact for issues or questions about my premium?

You will continue to contact your health insurance company about premiums. Contact information for each CHIP insurance company can be found on the CHIP Website:

<https://www.dhs.pa.gov/CHIP/CHIP-Coverage/Pages/CHIP-Insurance-Companies.aspx>

You can find CHIP health insurance rate information here:

<https://www.dhs.pa.gov/SiteAssets/CHIP%20Contractor%20Rate%20Information%20-%207-1-2022%20rev%2011232022.pdf>

## COMPASS

### What will be different about how CHIP families use COMPASS?

CHIP families will be able to do more on COMPASS such as:

- Complete healthcare applications and renewals on the myCOMPASS PA mobile app.
- Sign up for texts and electronic Notices.
- Upload photos of verification documents using the myCOMPASS PA mobile app.
- Access your renewal through My COMPASS using either your social security number or a record number instead of a UFI or Unique Client Identifier (UCI).

### How do I create a My COMPASS Account?

Creating a My COMPASS Account can be done in just a few minutes. Go to [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS) and select “Login/Register” from the navigation ribbon at the top of the screen. You will need to provide your name, contact information, and create a username and password. Follow the prompts to apply for or manage your benefits.

### Who do I contact if I forget my COMPASS login information or need other help with COMPASS?

If you have trouble logging into or using COMPASS, you can call the COMPASS Helpline at 1-800-692-7462, option 7. A representative can help you reset your password or answer general questions about how to complete tasks on COMPASS. The Helpline is available Monday - Friday 8 a.m. – 5 p.m.

## RENEWALS

### How do I complete my renewal? Can I complete my renewal online or over the phone?

You can submit your renewal in several ways:

- Online at [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS)
- Over the phone by calling 1-866-550-4355 Monday – Friday between 8 a.m. and 5:00 p.m.
- Mail, fax, or drop off in person to your local CAO

**The easiest way to complete your healthcare renewal is online at [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS).** You can even submit required verification documents on the COMPASS website or through the myCOMPASS PA mobile app. You can download the myCOMPASS PA mobile app for free from the Apple App Store or Google Play Store.

### How long do I have to complete and submit my renewal?

A due date will be listed on your renewal packet and in COMPASS with your My Compass Account (MCA) login. If you have difficulty completing your renewal or providing the required documents by the due date, contact your local County Assistance Office or the Statewide Customer Service Center at 1-877-395-8930 or 215-560-7226 in Philadelphia. These centers are available Monday – Friday 8 a.m. - 4:30 p.m.

### What if my renewal packet is not delivered or arrives late?

If you do not get your renewal packet or it arrives late, please call the Statewide Customer Service Center at 1-877-395-8930 or 215-560-7226 in Philadelphia Monday – Friday, 8 a.m. - 4:30 p.m. They can send you a packet and help make sure you have enough time to submit your renewal and required documents. You can also complete your renewal online at [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS) or by calling 1-866-550-4355 to complete your renewal over the phone with a representative.

### What happens if I do not submit my renewal and/or required documents by the due date?

If you do not return your renewal or do not provide required documents by the due date, your healthcare coverage will stop. You will receive a notice of your coverage ending. The notice will include instructions on appealing the decision by asking for a fair hearing if you think we made a mistake. If you do not appeal, you can still provide your renewal and/or required documents up to 90 days after the ineligible date on your notice without the need for a new application. If you are still eligible for CHIP, your CHIP will reopen with no gap in coverage.

**Note:** During the COVID-19 Public Health Emergency members are not disenrolled for failure to provide a renewal packet or required documents at renewal. Self-Attestation of information in the renewal packet is accepted with an electronic or handwritten signature.

### What if I complete my renewal and I'm found ineligible for CHIP?

If you are found ineligible for CHIP when your renewal is processed, your family will be automatically reviewed for MA eligibility. You will get a notice in the mail telling you that your CHIP coverage will end, and the notice will indicate if you are eligible for MA or not.

If you are ineligible for MA, you may be referred to Pennie®, Pennsylvania's official health and dental insurance marketplace and source of financial assistance to lower the cost of coverage and care. You can find out more about Pennie by visiting [pennie.com/connect](https://pennie.com/connect) or calling 1-844-844-8040.

You can appeal the decision if you think we made a mistake by asking for a fair hearing. Appeal and fair hearing rights and instructions for filing an appeal will be on your eligibility notice.

## HEARINGS AND APPEALS

If you do not agree with your CHIP eligibility decision, you will be able to appeal the decision and request a fair hearing that will be held by phone or, in some cases, face to face. The fair hearing form is included with your eligibility notice.

### What does an eligibility notice include?

An eligibility notice is sent when DHS has made an eligibility determination and it will tell you if you are eligible to receive CHIP benefits. The notice includes the following:

- Income used to make an eligibility and premium determination.
- Household information like family size and relationships.
- Date benefits begin or end.
- Next review date.
- Hearing and appeal information.

### What if I do not agree with an eligibility decision at application, renewal, or during my eligibility period?

During the reconsideration period you can provide any information/verification to have your eligibility determined with updated material.

- **At Application:** An Individual can request a reconsideration without a new application if requested verification is provided or a new application is requested within **60 days** of denial date.
- **At Renewal:** An individual can request a reconsideration if requested verification/renewal packet is provided or a new application is requested within **90 days** of closure date of benefits.
- **During Eligibility Period:** An Individual can request a reconsideration without a new application if requested verification is provided or a new application is requested within **60 days** of the date benefits were closed.

### What if I still do not agree with an eligibility decision and have sent the necessary information to the CAO for a reconsideration?

If you do not agree with the outcome of your reconsideration or any other eligibility decision you may request a fair hearing via written or verbal request.

### How do I find information on how to request/complete an appeal?

Appeal information is provided with each eligibility notice that you will receive. This includes the form to complete to request a hearing along with instructions on where to provide the form or how to call to make a verbal request.

## IMPORTANT REMINDER

Due to the change in eligibility processing from the CHIP health insurance companies to DHS, there may be delays in processing applications and renewals in April 2023. Send all applications, renewals, or changes to DHS starting **April 3, 2023**.

**To help ensure that your application or renewal is processed as timely as possible:** If you apply or submit a renewal to your CHIP MCO in March 2023, make sure that you supply all documents needed to complete your application or renewal. CHIP health insurance companies are COMPASS community partners and information received by your insurance company will be transferred to DHS for processing.



## Health Partners Plans

### Discrimination is Against the Law

KidzPartners complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. KidzPartners does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

KidzPartners provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats).

KidzPartners provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact KidzPartners at 1-888-888-1211 (TTY 1-877-454-8477)

If you believe that KidzPartners has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

The Bureau of Equal Opportunity,  
Room 223, Health and Welfare Building,  
P.O. Box 2675,  
Harrisburg, PA 17105-2675,  
Phone: (717) 787-1127, TTY (800) 654-5484, Fax: (717) 772-4366, or  
Email: [RA-PWBEOAO@pa.gov](mailto:RA-PWBEOAO@pa.gov)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Bureau of Equal Opportunity is available to help you.

You can also file a civil rights complaint electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone with the U.S. Department of Health and Human Services, Office for Civil Rights at:

U.S. Department of Health and Human Services,  
200 Independence Avenue SW.,  
Room 509F, HHH Building,  
Washington, DC 20201,  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

**ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-888-888-1211 (TTY: 1-877-454-8477).**

**ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-888-1211 (TTY: 1-877-454-8477).**

**ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-888-1211 (телетайп: 1-877-454-8477).**

**注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-888-1211 (TTY: 1-877-454-8477)。**

**CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-888-1211 (TTY: 1-877-454-8477).**

ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 888-477-9800-1 (رقم هاتف الصم والبكم: 888-888-1211-1).

**ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-888-1211 (टिटिवाइ: 1-877-454-8477) ।**

**주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-888-1211 (TTY: 1-877-454-8477) 번으로 전화해 주십시오.**

**ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-888-888-1211 (TTY: 1-877-454-8477)។**

**ATTENTION :Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-888-888-1211 (ATS: 1-877-454-8477).**

**သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-888-477-9800 (TTY 711) သို့ ခေါ်ဆိုပါ။**

**ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-888-1211 (TTY: 1-877-454-8477).**

**ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-888-1211 (TTY: 1-877-454-8477).**

**লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-888-888-1211 (TTY: 1-877-454-8477)।**

**KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-888-1211 (TTY: 1-877-454-8477).**

**सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-888-1211 (TTY: 1-877-454-8477).**