

## Provider Notice

**To:** All Providers  
**From:** PerformCare  
**Date:** March 9, 2023  
**Subject:** AD 23-102 Federal Legislation Impacts Members Medical Assistance Eligibility

During the Federal Public Health Emergency (PHE) that was declared in March 2020, the Centers for Medicare and Medicaid Services (CMS) advised states that persons eligible for Medical Assistance (MA) should not lose their coverage during the PHE. Federal legislation was passed in December 2022 unlinking the PHE from the MA continuous coverage requirement. The law requires all states to resume Medicaid Eligibility redeterminations effective April 1, 2023.

All Members receiving MA will need to complete their annual renewal to determine if they are still eligible to receive MA coverage. The Pennsylvania Department of Human Services (DHS) will send all MA recipients a renewal packet in the mail that lists their renewal due date. DHS will also send multiple communications to recipients informing them of the reinstatement of the renewal requirement and ways in which they can complete their renewal online, over the phone, or in-person at their local County Assistance Office. DHS and PerformCare are requesting that stakeholders and providers assist with educating Members about this requirement.

**Please post the attached DHS communications regarding the renewal process in your waiting rooms and any spaces used by members.**

Also, please review the information found at [dhs.pa.gov/phe](https://dhs.pa.gov/phe) and on the [Communications Toolkit page](#), and consider using this information to assist Members with this process.

Most importantly, please encourage MA enrolled members you serve to:

- Sign up in COMPASS to receive e-notices and text messages about their benefits
- Make sure their contact information is current with DHS
- Complete their MA renewal when they receive it
- Use the online COMPASS portal at [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS) to complete their renewal and manage their benefits
- Use the free myCOMPASS PA [mobile](#) app

PerformCare will begin sending lists of members impacted by these requirements to providers serving our members periodically throughout 2023. If you have any questions about this notice, please contact your Account Executive.

cc: Lisa Hanzel, PerformCare  
Scott Suhring, Capital Area Behavioral Health Collaborative  
Missy Reisinger, Tuscarora Managed Care Alliance  
PerformCare Account Executives

# MAKING BENEFIT UPDATES **QUICK & EASY**



Keeping up with your benefits is as easy as:

**SCAN TO VISIT**  
[dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS)

**1**

Use COMPASS to apply for and manage benefits online. Visit [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS) to get started.

**2**

Download the **myCOMPASS PA mobile app** from your app store to manage your benefits from your phone.

**3**

Receive updates and alerts from DHS via text message. Go to [dhs.pa.gov/Text](https://dhs.pa.gov/Text) to find out how to opt-in.



# ACTUALICE LOS BENEFICIOS DE MANERA RÁPIDA Y FÁCIL



Estar al día con los beneficios es muy fácil:

ESCANEE PARA  
VISITAR

[dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS)

1

Utilice COMPASS para solicitar y gestionar los beneficios en línea. Visite [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS) para comenzar.

2

Descargue la **aplicación móvil myCOMPASS PA** desde la tienda de aplicaciones para gestionar los beneficios desde su teléfono.

3

Reciba actualizaciones y alertas del DHS por mensaje de texto. Visite [dhs.pa.gov/Text](https://dhs.pa.gov/Text) para averiguar cómo participar.

