



Unwinding Stakeholder Toolkit

As you may know, effective **April 1, 2023** the Pennsylvania Department of Human Services (DHS) will return to normal renewal processing procedures for Pennsylvanians enrolled in Medical Assistance and CHIP. All Medical Assistance and CHIP recipients will need to complete an annual renewal to see if they are still eligible for coverage. Renewals will be completed over 12 months.

To help you better inform your clients regarding these upcoming changes, we have developed the provided toolkit. The toolkit highlights key considerations such as informing clients to update their contact information with DHS and completing and returning renewal packets in a timely manner.

OUR ASK: You should inform your constituents/patients/members/clients to update their contact information with DHS so that they can receive important updates on their benefits and obtain their renewal as quickly as possible. They can make sure their information is up to date and report any changes through:

- dhs.pa.gov/COMPASS
- myCOMPASS PA mobile app
- 1-877-395-8930 or 1-215-560-7226 (if you live in Philadelphia)

Recipients can also sign up for texts and emails about important benefit information and more. With your help we can ensure that members are adequately informed regarding changes to their eligibility and benefits.

You will find the below documents included in the toolkit.

- Unwinding Flyer
- Unwinding Postcard
- Unwinding Provider One-Pager
- DHS Benefit Updates Flyer

We hope this is useful. More information is also available at <https://www.dhs.pa.gov/PHE/Pages/Stakeholder-Resources.aspx>.