Children's Health Insurance Program (CHIP) Advisory Council Meeting

May 20, 2026

Pennsylvania's Children's Health Insurance Program

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CHIP Advisory Council Agenda

- Welcome
- Opening Remarks
- CHIP by the Numbers
- Quality Assurance Update
- Policy Update
- Maximus Presentation
- Closing

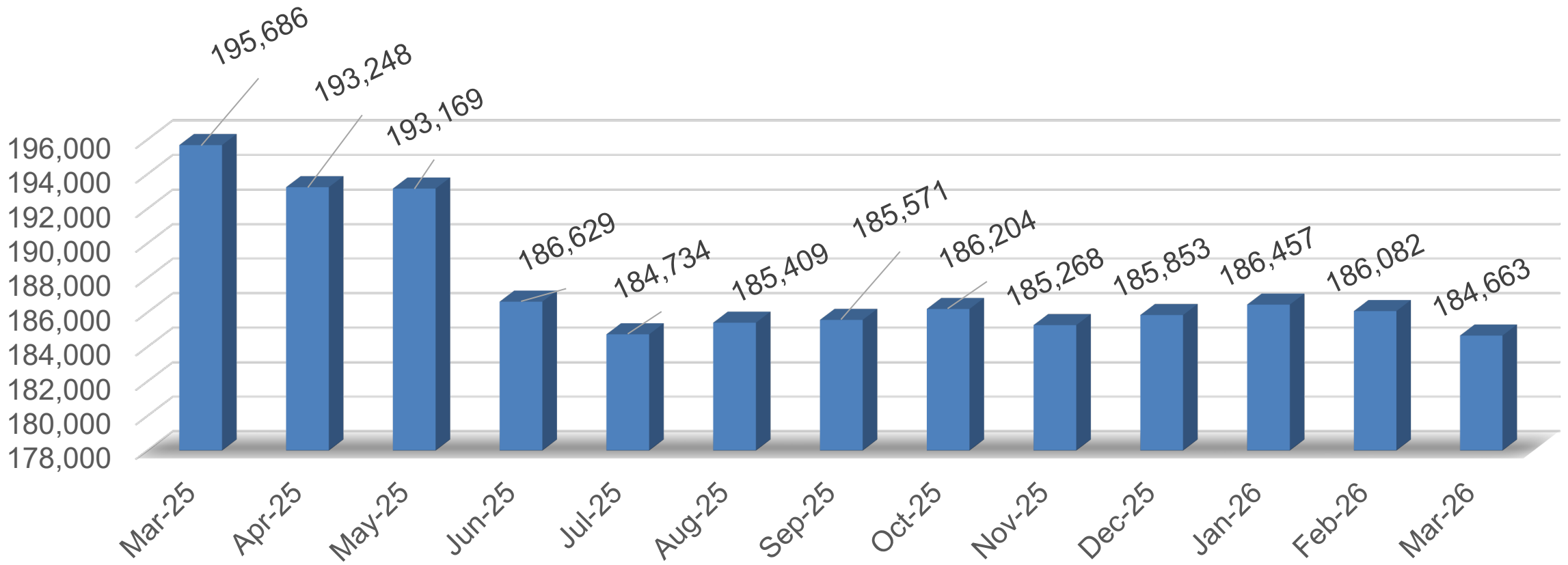
Deputy Secretary Remarks

Sally A. Kozak MHA,RN

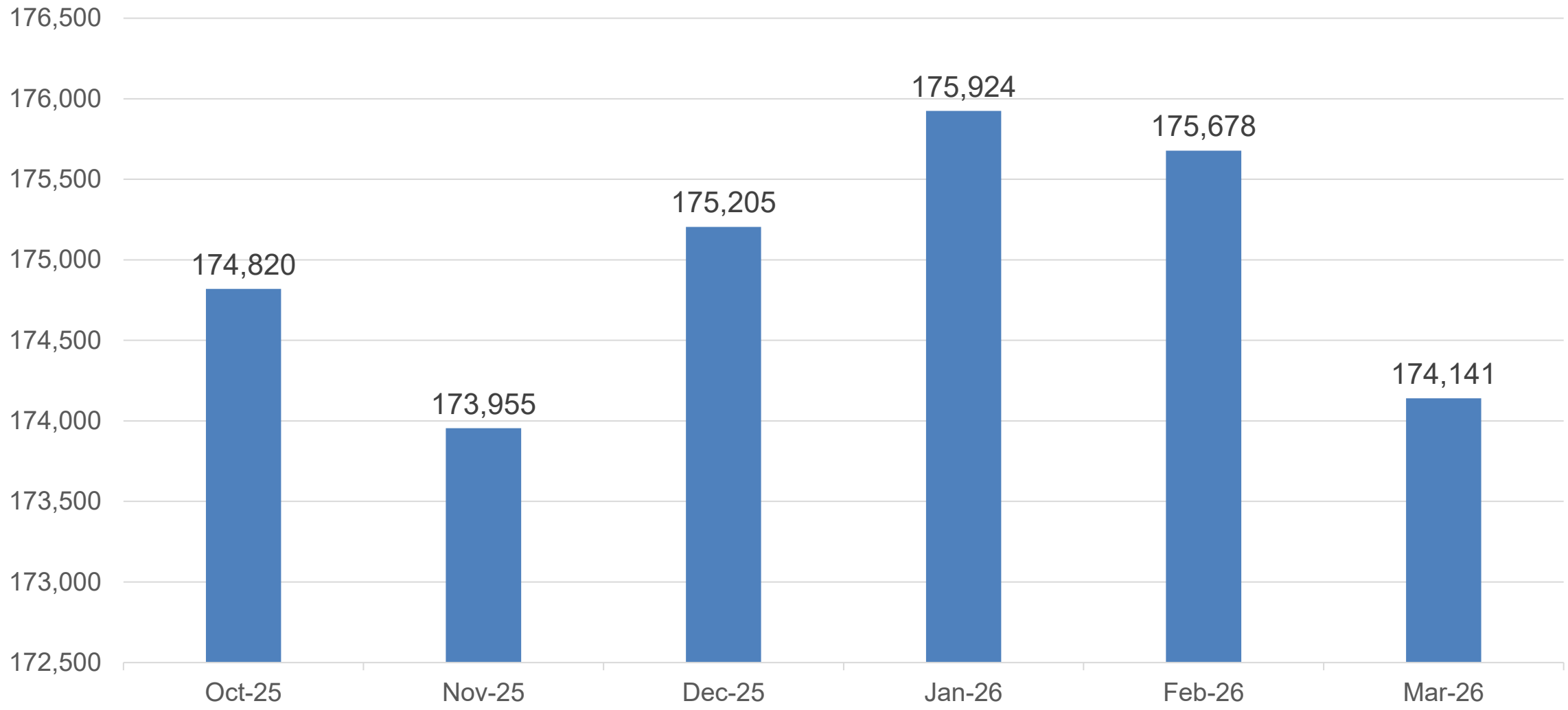
Deputy Secretary for the Office of Medical Assistance Programs

CHIP by the Numbers

CHIP Eligibility



CHIP Enrollment



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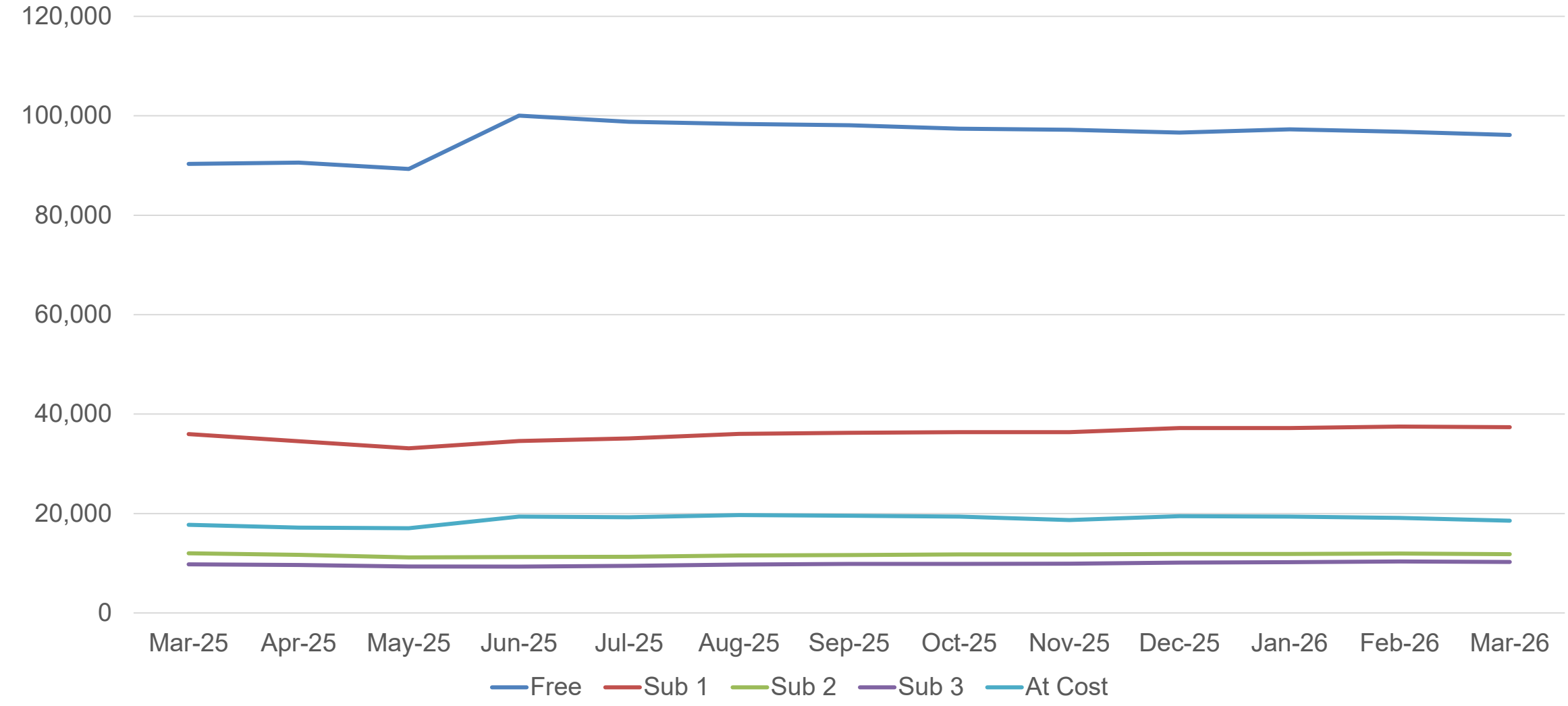
Enrollment by Sub-Programs



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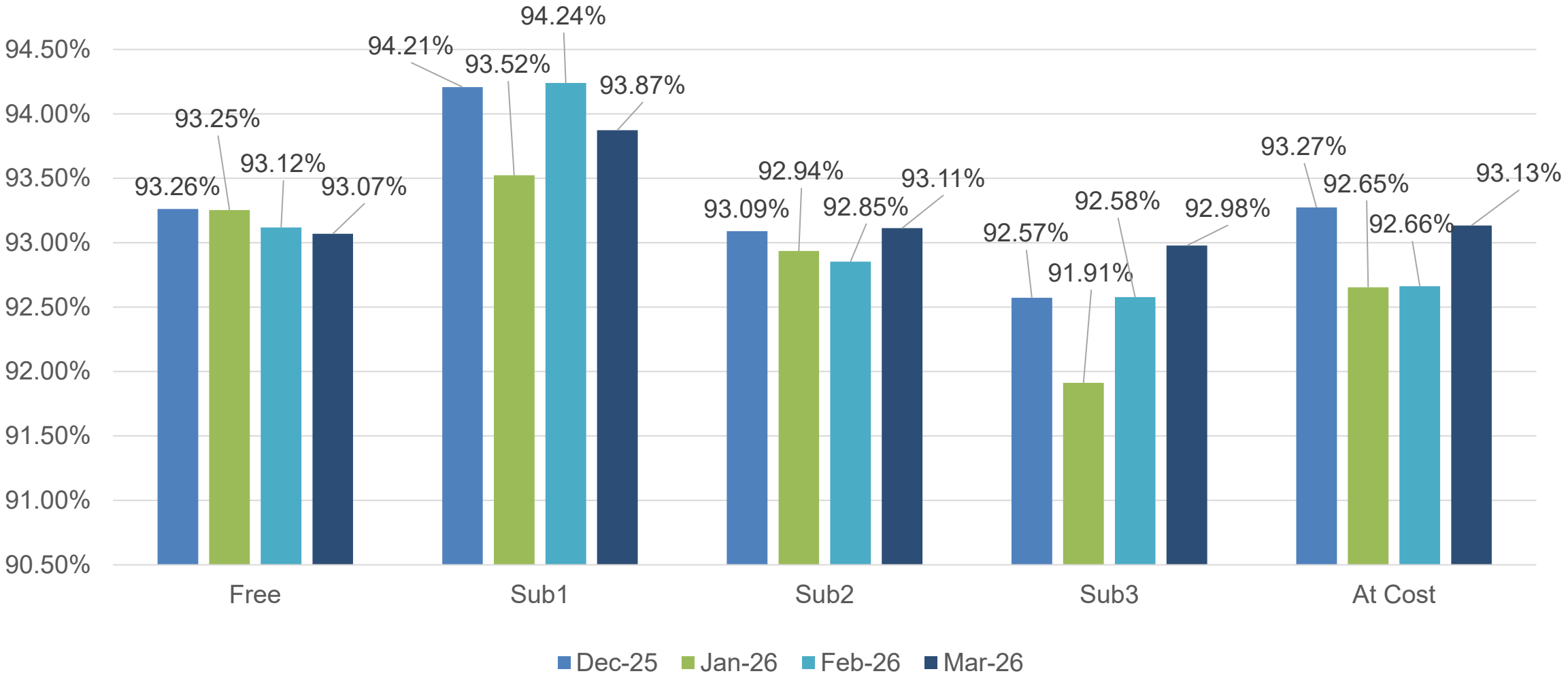
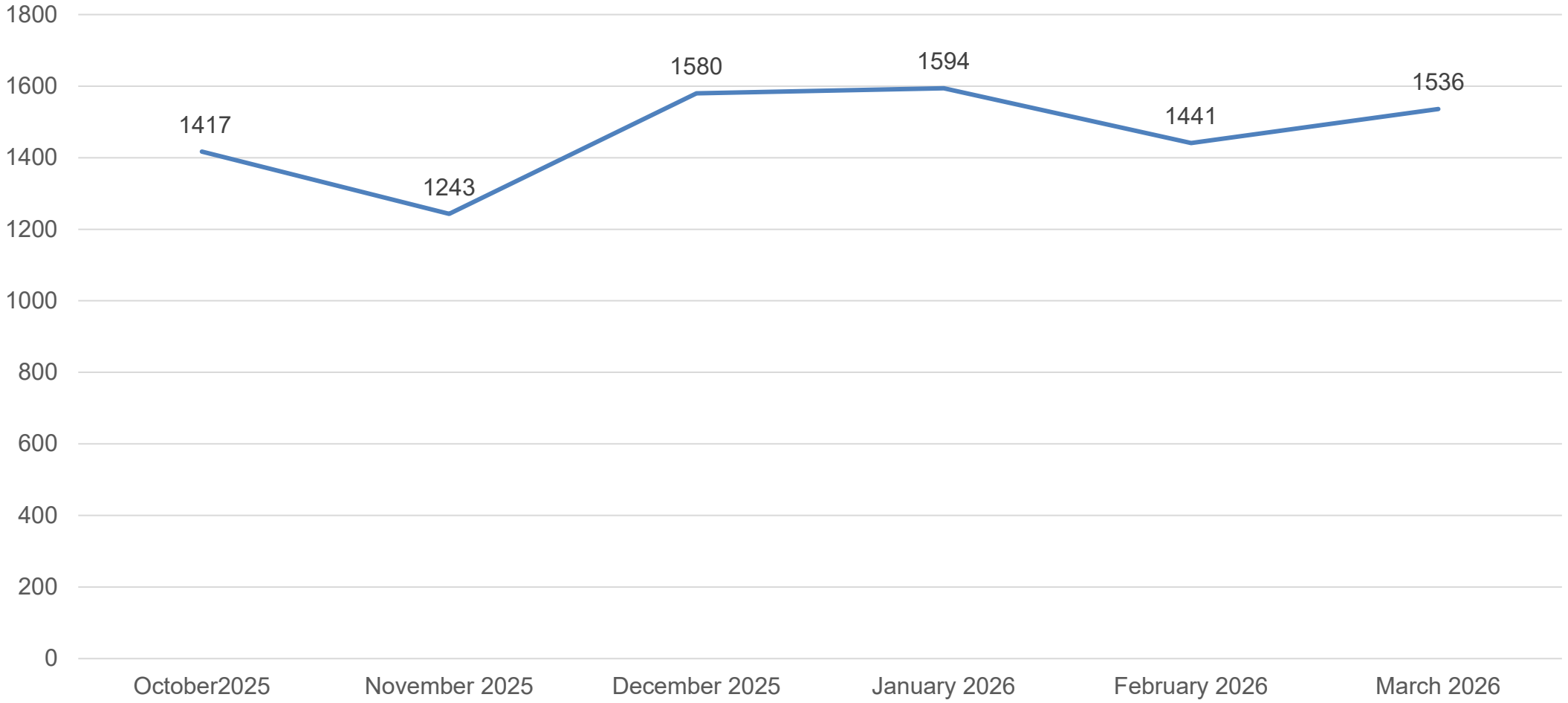
Renewals by Subprograms



Customer Calls to the CHIP Call Center

1-800-986-KIDS Calls Received



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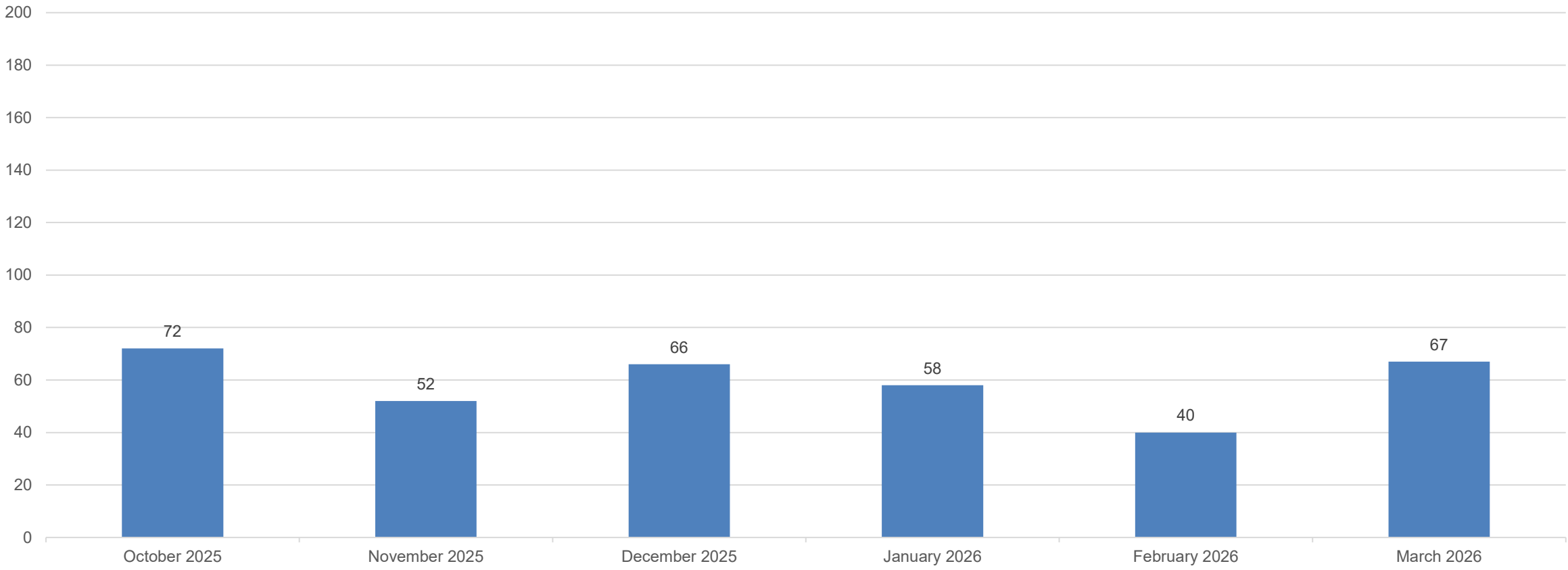
CHIP Inspiritec Application

Applications Completed Over the Phone



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Questions

Quality Assurance Updates

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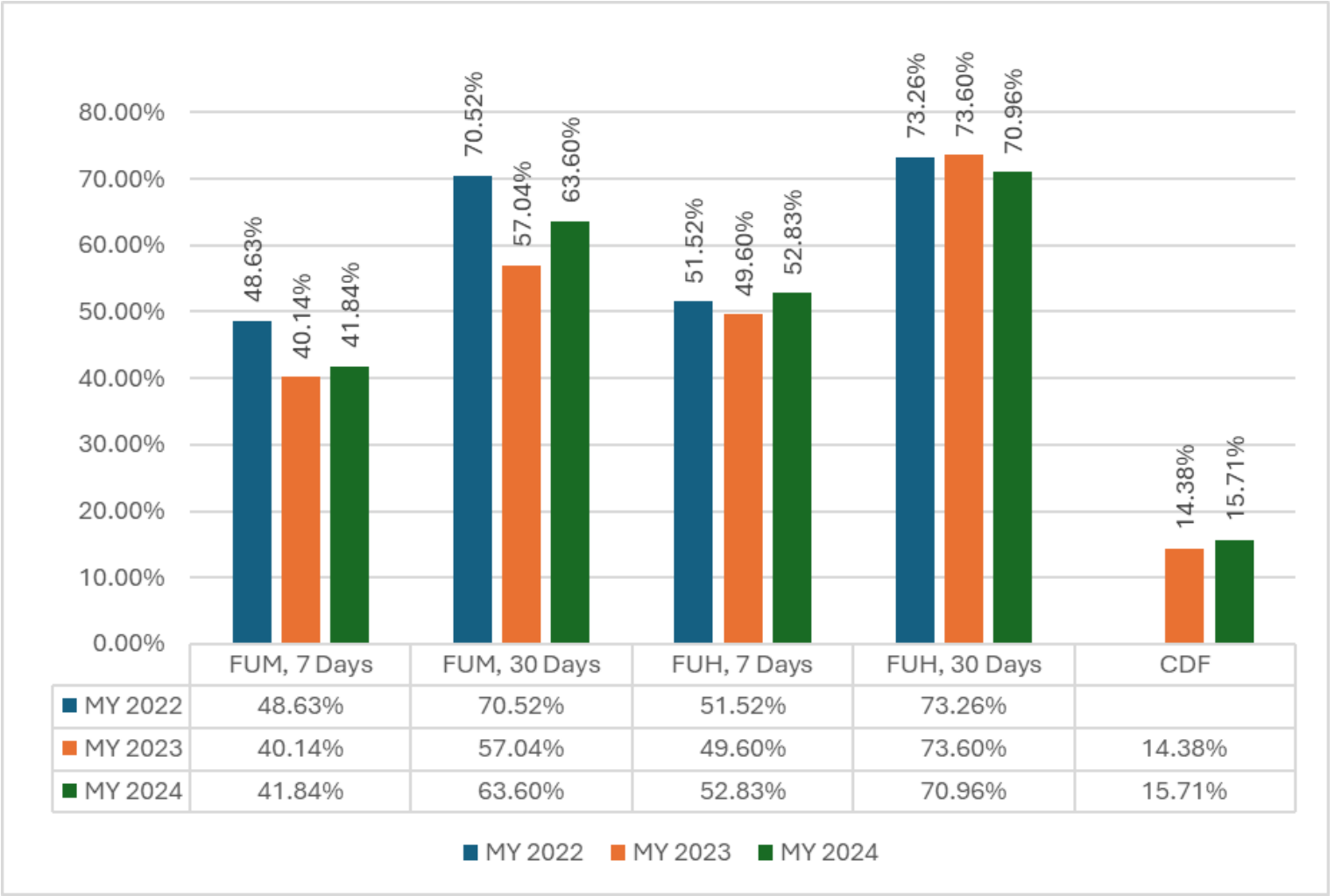
Quality Assurance (QA) Updates

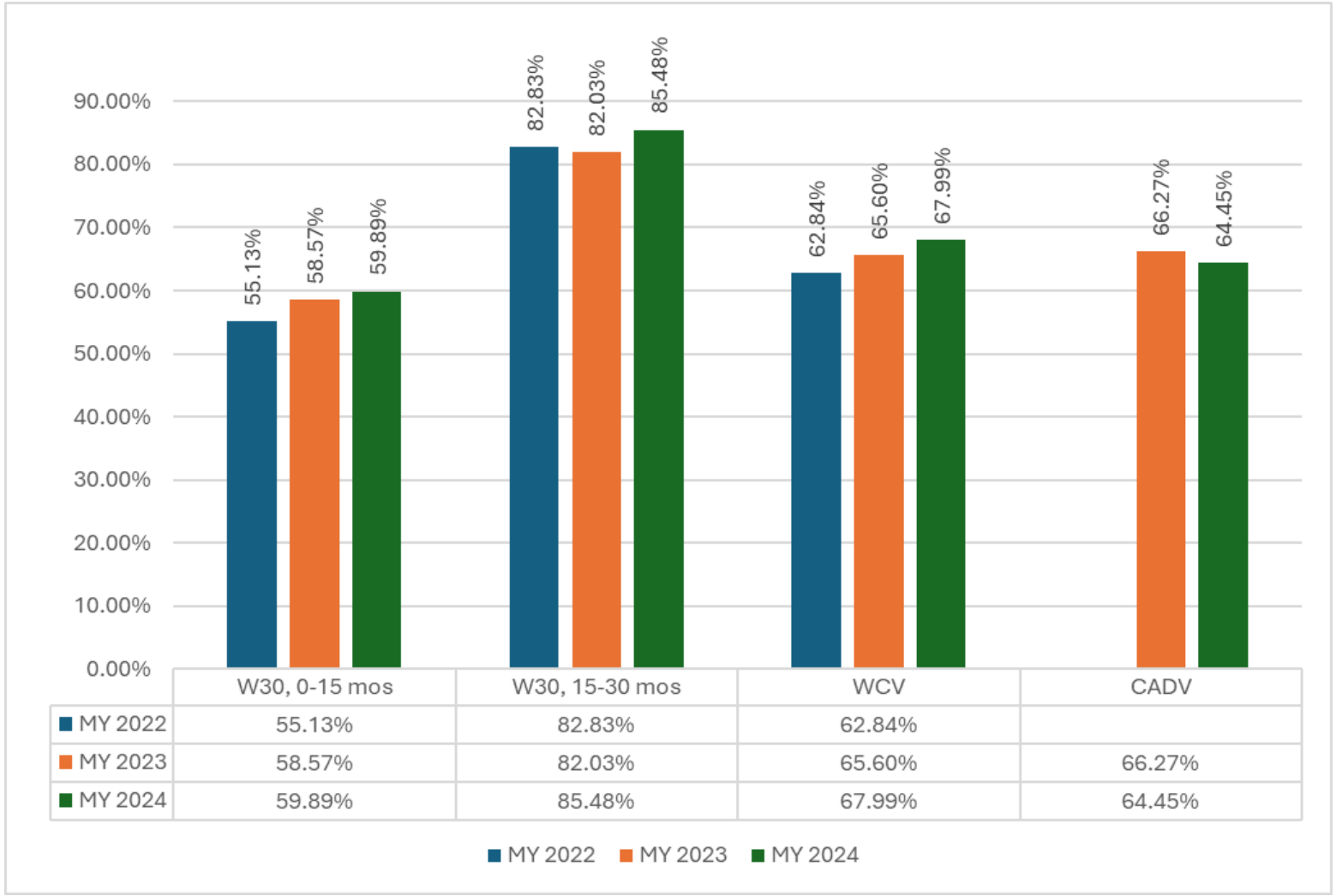
- **Quality Assurance Updates**
  - ✓ **New Staff**
  - ✓ **Annual Technical Report (ATR)**
    - ✓ CHIP Annual Reports | Department of Human Services | Commonwealth of Pennsylvania
  - ✓ **Quarterly Quality Review Meetings (QQRMs)**
  - ✓ **Performance Improvement Projects (PIPs)**

PIP Behavioral Health Rates



	FUM, 7 Days	FUM, 30 Days	FUH, 7 Days	FUH, 30 Days	CDF
MY 2022	48.63%	70.52%	51.52%	73.26%	
MY 2023	40.14%	57.04%	49.60%	73.60%	14.38%
MY 2024	41.84%	63.60%	52.83%	70.96%	15.71%

PIP Preventative Care Rates



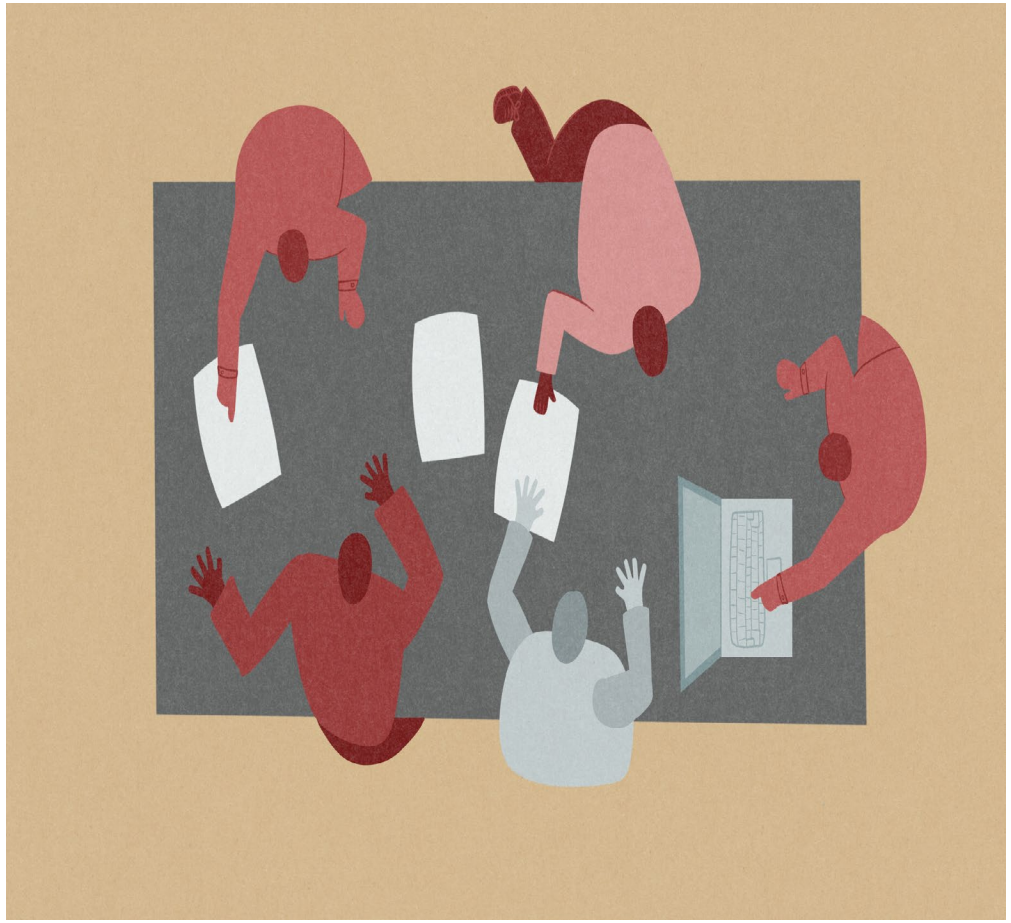
Questions

Policy Updates

Policy and Planning Division Staff Update

- Member Services Manager: Katie Tomko
- CHIP Policy Specialist: Erin Fad

Policy Updates



New CHIP Agreement Effective 1/1/2026

- CHIP Procedures Handbook
- Enrollment and Benefits Handbook
- Model Enrollee Handbook

Website Link

- www.pa.gov/agencies/dhs/resources/chip/chip-resources

Annual Reviews

- BOC will consider feedback on Agreement and Handbooks during an annual review period.

Marketing and Outreach

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Questions

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ENROLLMENT SERVICES

The Pennsylvania Enrollment Assistance Program (PA EAP)

Topics

Who We Are: Maximus Overview

What We Do Today: PA EAP Enrollment Services

What's Ahead: Supporting CHIP and CHIP Members

Who We Are

Touching the lives of millions of people since 1975

Moving people, technology, and programs forward

Helping people access healthcare services and overcome barriers to self-sufficiency

Creating user-friendly digital experiences and personalized services for seamless engagement

Streamlining processes and modernizing programs for more efficient and effective service delivery

What We Do Today

The Pennsylvania Enrollment Assistance Program, PA-EAP, has served as the Enrollment Broker for HealthChoices since 2009.

- **What We Do**: We assist consumers with enrollment and plan selection for Physical Health Managed Care Organizations (PH-MCOs) and with their Primary Care Provider (PCP) selections
- **Ongoing Support:** We assist members with making changes to their health plans.
- **Helping Consumers Make Informed Choices**: We provide clear information and materials about available health plans and provider networks within the HealthChoices program.

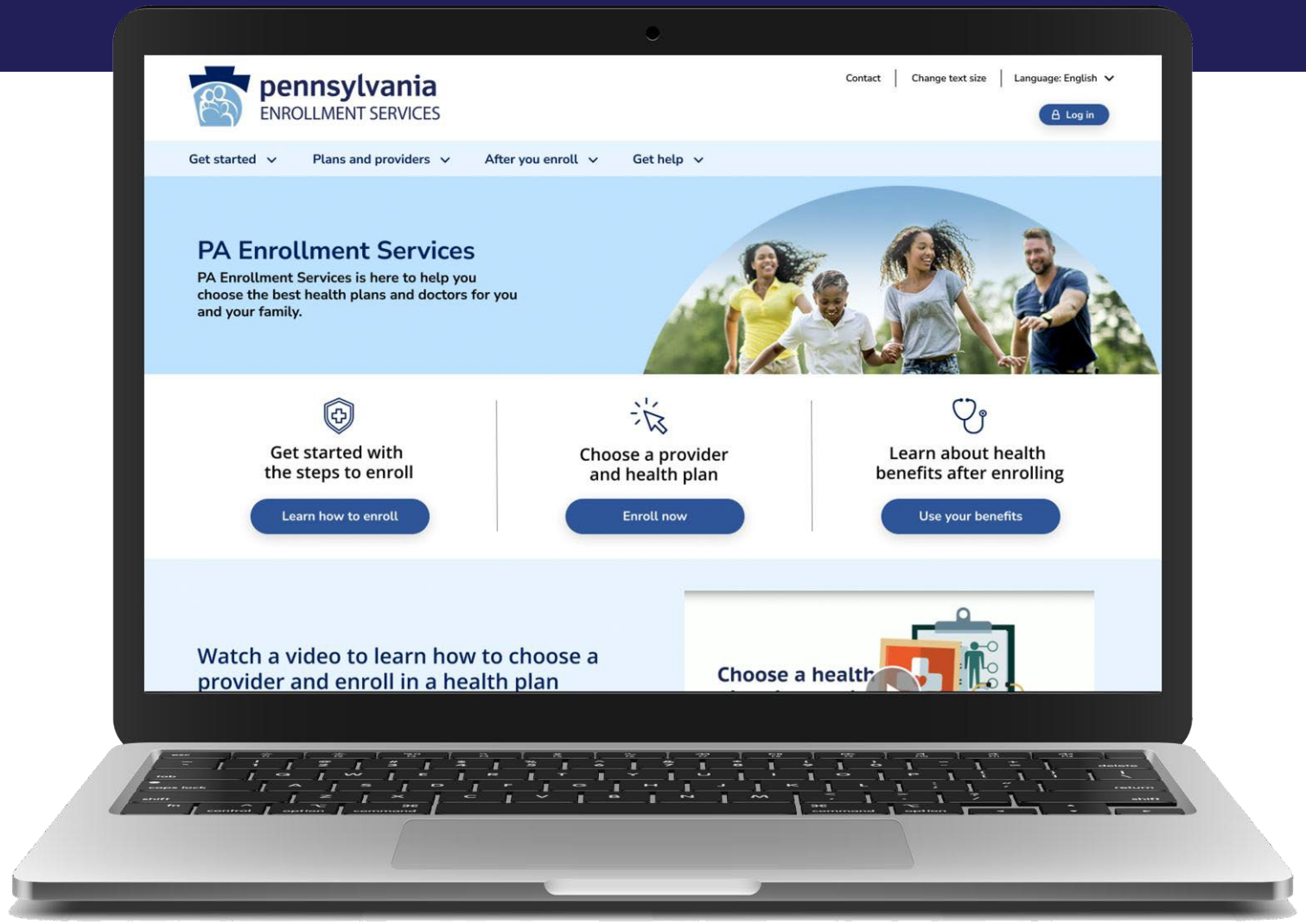
What's Ahead

We are excited to support CHIP and CHIP Members as the Enrollment Assistance Broker.

- **Helping Families Understand Their Options:** Providing clear education on CHIP health plans and provider networks so families can make informed decisions.
- **Supporting Plan Transfers**: Educating and assisting members with transferring between CHIP health plans through multiple contact channels.
- **Access to Information and Resources**: Maintaining the "*Enroll Now*" website and digital tools to ensure families can easily access CHIP information.

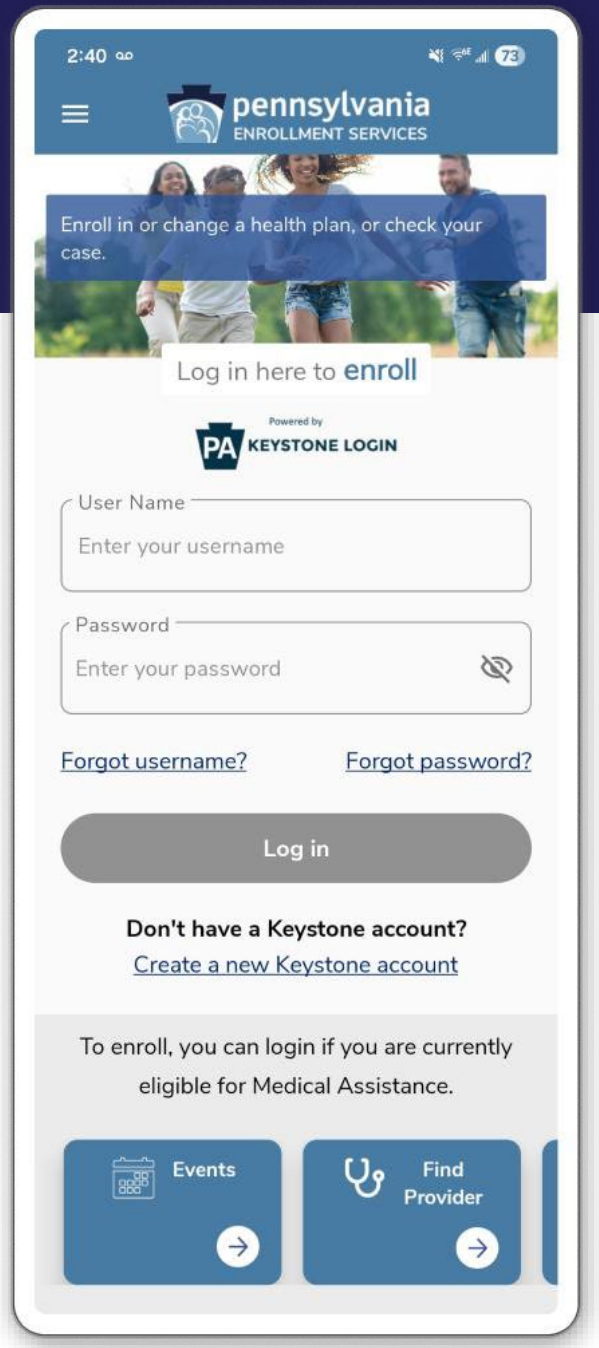
Website: www.enrollnow.net

Access information, resources, look up providers, make plan changes, and more



PA Enroll mobile app

- The PA Enrollment Services mobile app is available on the Apple App Store and Google Play
- Members can use the app to access information, resources, look up providers, make plan changes, and more



Summary

We reviewed the following:

Who We Are: Maximus Overview

What We Do Today: PA EAP Enrollment Services

What's Ahead: Supporting CHIP and CHIP Members

Questions

CHIP Advisory Council Updates

Open Call for Nominations

- Nominees will need a current resume and biography sent along with letter of interest email.

- **Open Positions**:
  - A representative of a children's hospital or a hospital with a pediatric outpatient clinic recommended by the Hospital Association of Pennsylvania.
  - A mid-level professional recommended by Statewide associations representing mid-level health professionals.
  - A representative from a private nonprofit foundation.
  - A representative of a nonprofit business who is not a MCO or provider of primary health care insurance.

- Questions, suggestions, and interest about the process can be sent to Tamara Cougle at tcougle@pa.gov.

- **Thank You for all nominee submissions we may receive and I look forward to working with you.**

Closing and Wrap Up

Topics of discussion for next meeting?

- Topics can be sent to Tamara Cougle at tcougle@pa.gov

Upcoming Advisory Council meetings:

- The next meeting will be held in the Fall of 2026
- Have a colorful and warm Spring!!