

[Recipient Name First] [Recipient Name Last]  
[Address Line 1]  
[Address Line 2]  
[City], [State] [Zip Code]

**IMPORTANT:**  
You Must Renew Your Health Care Coverage Soon

**Dear [Recipient Name First] [Recipient Name Last]:**

Our records show you have Medical Assistance (MA) and/or Children's Health Insurance Program (CHIP) coverage. **You must take action or your MA and/or CHIP health insurance coverage will stop.** You must do your renewal paperwork so that we can see if you are still eligible for MA and/or CHIP health coverage.

**If you do not do your renewal and return it to us in time, your MA and/or CHIP health coverage will stop.**

**Next Steps:**

1. You should get your renewal packet in the mail in the next 30 to 60 days.
2. When you get it, you need to check it and change any information that is not right.
3. Sign and return it to us by the date printed on the packet. There are a few ways to give us your renewal and other needed proof:
  - Mail your renewal packet and proof to your County Assistance Office.
  - Drop off your renewal packet and proof at your local County Assistance Office.

**You Can Renew Right Now!**

- Call 1-866-550-4355 to do your renewal over the phone.
- Visit [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS) to log in or create a COMPASS account to do your renewal online! Please see the back of this paper for how to log into COMPASS and do your renewal online using your Social Security number and the information below.

**County:**  
**Case Record Number:**  
**Renewal Date:**

You can also [visit dhs.pa.gov/PHE](https://dhs.pa.gov/PHE) for more information and helpful resources.

If you have questions about your benefits or the information in this letter, call the Statewide Customer Service Center at 1-877-395-8930. If you are in Philadelphia, call 215-560-7226. These centers are open Monday – Friday from 8 a.m. to 4:30 p.m.

Thank you,  
PA Department of Human Services

## How to Use COMPASS to Complete Your Renewal

1. Visit [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS)
2. Click on the **Renew Your Benefits** graphic on the COMPASS homepage
3. Select the first bullet, Department of Human Services Benefit, to renew your MA/CHIP.
4. You will need to fill out the following information and click the “Sign In” button on the bottom of the page to begin your renewal:
  - Social Security Number
  - Case Record Number\*
  - County\*
  - Renewal Date\*

\*You can find your county, case record number, and renewal date on the front of this letter or your renewal packet
5. If you already have a COMPASS account, enter your username and password to sign in and save your renewal to your account.
  - If you do not already have a COMPASS account, select No.
  - You will need the following information to create your account:
    - o Name
    - o Date of birth
    - o Email address
  - You will be prompted to create a username and password, as well as establish security questions and answers.
6. The COMPASS system will walk you through all of the information you provided during application (or your last renewal). You will need to update any information that may have changed, such as:
  - Household members and their individual information
  - Income
  - Insurance
  - Expenses
  - Resources
7. Review the information and submit your renewal.
  - Signature Options – Choose either “Yes I would like to e-Sign” or “No, I do not want to e-Sign my application”. The e-Sign option allows you to provide your signature electronically. If you do not e-Sign your renewal, you will have to print, sign, and mail/fax/scan a paper signature page.
8. Click on View Required Items to review verification you need to submit with your renewal. Click on Attach A File or Scan Documents to submit your verification documents electronically. You can also mail or drop off documents at your local county assistance office.

**If you need help using COMPASS, call the Helpline at 1-800-692-7462  
Monday – Friday between 8:30 a.m. and 4:45 p.m.**