

[Recipient Name First] [Recipient Name Last]  
[Address Line 1]  
[Address Line 2]

**IMPORTANT:**  
ACT NOW TO RESTORE YOUR HEALTHCARE COVERAGE

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

Our records show that your Medical Assistance (MA) or Children's Health Insurance Program (CHIP) coverage ended because we did not get the information or documents required for your renewal. If you want to restore your MA and/or CHIP, you must send us the missing information and documents no later than 90 days after the MA and/or CHIP end date on the closure notice we sent to you so the County Assistance Office (CAO) can process your renewal. If the CAO finds you are still eligible, your MA and/or CHIP will reopen with no gap in coverage. If your child is not eligible for MA, they may be reviewed for CHIP coverage, but only if the renewal and other required documents are submitted.

**What do I need to do?**

Complete your renewal online, by phone, by mail, or at the CAO **as soon as possible**.

Renew Online: You can complete your renewal online even without your renewal packet. There are directions on the back of this page on how to log into COMPASS to complete your renewal online using your Social Security number and this information:

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

Renew by Mail or In-Person: You should have received a renewal packet in the mail about 30 days before your renewal was due. If you still have that packet, fill it out and return it along with any other required documents to your local CAO in one of the following ways:

- Use the envelope provided with your renewal to mail it back to the CAO.
- Drop it off at your local CAO in-person or in the drop box.

If you do not have your renewal packet anymore, you can get a new one at your CAO or by calling the Customer Service Center at 1-877-395-8930 or 215-560-7226 in Philadelphia.

Renew by Phone: You can complete your renewal over the phone by calling 1-866-550-4355 Monday through Friday, 8:00 a.m. to 4:30 p.m.

**How do I submit my required documents?**

You can submit the documents required for your renewal in any of the following ways:

- Scan or take photos of them and submit them online through COMPASS at [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS).
- Take photos of them and submit them on your mobile device using the myCOMPASS PA mobile app.
- Mail them to the CAO.
- Drop them off in-person or via the drop box at your local CAO.

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.**