

PUBLIC HEALTH EMERGENCY UNWINDING HELPER CALL 2 SCRIPT



Last updated December 19, 2022

- **Audience:** All CHIP/MA recipients prior to renewal
- **Purpose:** Alert recipients to expect their renewal and inform them how to submit it
- 126 words (final prompt is 20 words)

“This is an important message from the Pennsylvania Department of Human Services about your Medical Assistance and/or CHIP benefits. Someone in your household receives Medical Assistance coverage and/or Children’s Health Insurance Program coverage, sometimes referred to as Medicaid or CHIP, and must complete a renewal in order to keep that coverage. The renewal packet that has been mailed to you lists when your renewal must be received. You can easily complete your renewal online by visiting dhs.pa.gov/COMPASS and selecting Renew Your Benefits or renew by phone at 1-866-550-4355. You can also complete your paper renewal packet and submit it to your local county assistance office by mail, in the office drop box, or in person. If you do not submit your renewal, Medical Assistance or CHIP coverage will stop. For more information about completing your renewal, visit dhs.pa.gov/PHE.

To hear this message again, please remain on the line. If you are finished with this message, you may hang up. ”