

Phase 1 – Call Center Script for Electronic Communications

“This is an important call about your Medical Assistance coverage. During the pandemic, Pennsylvania continued Medical Assistance and CHIP health coverage for most people even if they were no longer eligible or did not renew their coverage every year. But, after March 31, 2023, if you get your health insurance through the state, you must complete your annual renewal when it is due to make sure you are still eligible to receive health coverage through Medicaid. If you do not complete your renewal on time, your health coverage may end. The Department of Human Services is going to send you important information in the mail about your renewal, so it is very important that your contact information is up to date. There are a couple of ways you can update your information and stay connected to receive important reminders and notices:”

“Do you have a COMPASS account?”

YES:

- “Great! COMPASS is the easiest way to update your information. Just visit dhs.pa.gov/COMPASS and sign in. From there you can update your address, phone number, and email address. The best part is that when it’s time to do your renewal, you can complete it right from COMPASS!”
- **MOBILE APP:** “You can also download the MyCOMPASS PA mobile app for free from the Apple App Store or Google Play Store. This allows you to access many of the same functions of COMPASS right from your phone.”
- **TEXT:** “If you have a mobile phone, you can easily sign up to receive text messages from the Department of Human Services by following the instructions at dhs.pa.gov/TEXT. This is the easiest way to get in-the-moment updates and reminders from the Department of Human Services about your benefits.”
- **eNOTICES:** “If you have an email address on file, you can go to dhs.pa.gov/COMPASS and opt-in to receive eNotices. This allows you to get important notices right to your email.”

NO:

- “Signing up with COMPASS is easy and free. All you need to do is visit dhs.pa.gov/COMPASS and provide some basic information. Once you create your account you can update your information. And when it’s time to complete your renewal, you can do it right from COMPASS!”
- **MOBILE APP:** “You can also download the MyCOMPASS PA mobile app for free from the Apple App Store or Google Play Store. This allows you to access many of the same functions of COMPASS right from your phone.”
- **TEXT:** “If you have a mobile phone, you can easily sign up to receive text messages from the Department of Human Services by following the instructions at dhs.pa.gov/TEXT. This is the easiest way to get in-the-moment updates and reminders from the Department of Human Services about your benefits.”
- **eNOTICES:** “If you have an email address on file, you can go to dhs.pa.gov/COMPASS and opt-in to receive eNotices. This allows you to get important notices right to your email.”

IF THE CALLER DOES NOT HAVE ACCESS TO/WANT TO USE COMPASS:

- “No problem. You can easily update your information by calling our Statewide Customer Service Center. Are you in Philadelphia or another county?”
 - Philadelphia: 215-560-7226
 - Everywhere else: 1-877-395-8930
- “The Customer Service Center is available Monday through Friday from 8a.m. until 4:30p.m.”

FOR MORE INFORMATION:

- “For the most up-to-date information, visit the Department of Human Services website at: dhs.pa.gov/phe.”