DON’T RISK LOSING YOUR MEDICAL ASSISTANCE COVERAGE

Your Action is Needed!

You will be required to renew your Medical Assistance eligibility. You will receive your renewal packet in the mail from the Department of Human Services (DHS). You will need to fill out and send your renewal packet back to DHS timely to ensure you do not risk losing your Medical Assistance coverage. Here is an idea of what you will see from DHS when your renewal is coming up:

- About 90-days before your annual Medical Assistance renewal date you will receive a request to update your information.
- About 60-days before your renewal date you will receive information to help you complete your renewal on dhs.pa.gov/COMPASS.
- About 30-days before your renewal date your renewal will be mailed to you.

What you need to do to make sure you receive your Medical Assistance renewal packet in the mail:

1. Make sure your contact information is up to date and check your renewal date. If your address has changed since 2020 and/or you are unsure of when your renewal is coming, use the myCOMPASS PA mobile app, visit the PA COMPASS website at dhs.pa.gov/COMPASS, or call the Customer Service Center at 1-877-395-8930 or 215-560-7226 if you live in Philadelphia to update your contact information and/or check your renewal date.

2. Check your mail. Your renewal packet will be coming in the mail.

3. Complete and return your renewal by the due date printed in the renewal packet. There are four ways you can complete and submit your renewal:
   - By mail — Complete and return the forms by mailing them back in the provided envelope
   - Online — Complete your renewal online in COMPASS
   - Telephone — Call 1-866-550-4355 to complete your renewal over the phone
   - In-Person — Complete and submit your renewal in person at any local county assistance office (CAO)

Sincerely,

GHP Family

Geisinger Health Plan Family (GHP Family) is a Medical Assistance (Medicaid) insurance program offered by Geisinger Health Plan in conjunction with the Pennsylvania Department of Human Services (DHS). Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.
Discrimination is against the law

Geisinger Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Geisinger Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Geisinger Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Geisinger Health Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Geisinger Health Plan at 800-447-4000.

If you believe that Geisinger Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Civil Rights Grievance Coordinator
Geisinger Health Plan Appeals Department
100 North Academy Avenue
Danville, PA 17822-3220
Phone: (866) 577-7733, PA Relay 711
Fax: (570) 271-7225, or
Email: GHPCivilRights@thehealthplan.com

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building,
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-1127, PA Relay 711
Fax: (717) 772-4366, or
Email: RA-PWBEAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Geisinger Health Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services,
200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 800-447-4000 (PA RELAY 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (PA RELAY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (PA RELAY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-447-4000 (PA RELAY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-447-4000 (PA RELAY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-447-4000 (PA RELAY: 711). 번으로 전화해 주십시오.

ध्यान दिनुहोस्: तपाईले नेपाली बोल्नुहुन्छ भने तपाईले को निम्न भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 800-447-4000 (PA RELAY: 711)

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appellez le 800-447-4000 (PA RELAY: 711).

AVISO: Si hablas español, tienes a tu disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (PA RELAY: 711).

警告：如果您会说中文，我们可以为您提供免费的语言援助服务。请拨打800-447-4000 (PA RELAY: 711)。

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-447-4000 (PA RELAY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-447-4000 (PA RELAY: 711).

警告：如果您会说中文，我们可以为您提供免费的语言援助服务。请拨打800-447-4000 (PA RELAY: 711)。

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 800-447-4000 (PA RELAY 711).