Talk to Your Participants about
Medical Assistance Eligibility Renewal

Participants must complete a renewal to continue their coverage.

Let your Participants know: https://www.dhs.pa.gov/PHE/ Documents/toolkit/MA_Unwinding_OnePager_Color.pdf
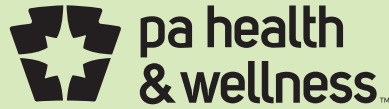
Visit www.dhs.pa.gov/staycovered to stay up to date with DHS information. The website includes frequently asked questions, videos and webinars, sample communications, and more.

Check out the DHS Continuous Coverage Ending Question Library here: https://www.dhs.pa.gov/PHE/ Documents/toolkit/PHE-Ending-MCO-Question-Library.pdf

Disenrollments due to Medical Assistance redeterminations resumed on April 1, 2023.

Pennsylvania is preparing for the end of continuous coverage for Medical Assistance (MA) recipients resulting from the national Public Health Emergency (PHE), effective April 1, 2023.

Participants will receive a renewal packet in the mail the month before it is time to renew. Information about their renewal will start to arrive 90 days before it is due.

It is very important that renewal forms are completed and returned even if nothing has changed. Completing a renewal will help Pennsylvania Department of Human Services (DHS) determine eligibility for MA coverage. Coverage will continue for recipients who are still eligible.

Not Eligible? DHS will provide instructions on how participants can ask for a reconsideration or appeal an eligibility decision and will automatically share other options for coverage. Options for free or low-cost health coverage are available through Pennie. Learn more at **www.pennie.com.**

? What do I need to do now?

Community HealthChoices | pa health & wellness™

PA Health & Wellness (PHW):

An authorization is not a guarantee of payment - the Participant must be eligible at the time services are rendered. PHW will not reimburse services that a Participant is not eligible to receive. This has been a requirement since the implementation of the Community HealthChoices (CHC) program, and it remains in place.

PHW Providers must verify Participant eligibility before every service is rendered.
Use one of the following methods:

1 Pennsylvania's **PROMISe™ Eligibility Verification System (EVS).**
(PROMISe™ Internet or by telephone 800-766-5387).

2 **Log on to our Secure Provider Web Portal** at www.pahealthwellness.com.

3 **Call our automated participant eligibility IVR system:** 1-844-626-6813.

4 **Call PHW Provider Services:** *1-844-626-6813*.

✗ HHAeXchange

1 **HHAeXchange:**
Be sure you're receiving PHW updates timely regarding eligibility changes, edited authorizations or added discharged dates, etc.

PHW will add a discharge date to the Participant's authorization(s) in HHAX upon notification of loss of Medical Assistance eligibility. Be sure to enable automatic emails to be alerted to a discharge date being entered, updated, or removed.

Automatic Email - The Automatic Email feature facilitates system-generated automatic emails triggered by specific functions performed in the system for Members. The Automatic Email library of Common Notifications includes a diverse number of notification emails created according to functionality and business needs. Notifications can be set up by those who are Administrators.

2 Verify that your automatic email notifications are set up to reach the correct individuals at your organization.

Adding and Editing Email Notification Recipients: To add specific intended recipients, click the edit link corresponding to the applicable Common Notification such as Authorization Edited (as shown in the image below). Users may select specific recipients and/or recipient groups (e.g., Member Coordinator and Roles).

HHAeXchange complete Admin Functions Process Guide can be located here: https://s3.amazonaws.com/hhaxsupport/SupportDocs/PROE+Docs/Process+Guides/Provider+Process+Guide+-+Admin+Functions.pdf

Questions?

1 Contact PHW Provider Services by calling 1-844-626-6813.

2 Send us a message securely in HHAeXchange.

3 Contact Provider Relations at phwproviderrelations@pahealthwellness.com

Stay tuned for upcoming communications and webinars on PHE Ending as well as other topics: **https://www.pahealthwellness.com/providers/provider-training.html**

To receive our latest updates by email, subscribe to our communication distribution list by emailing: **providertraining@pahealthwellness.com**