



Reminder!

Keep Your Medicaid Case File Up to Date

Introduction

When certain life events happen such as moving, getting a new job, or having a baby, it can be easy to forget to let your Medicaid (Medical Assistance) caseworker know about the change. However, reporting changes to your Medicaid case file at the County Assistance Office (CAO) is very important.

It is not only a requirement to keep your Medicaid coverage, but reporting life changes can also save you a hassle down the road. For instance, if you move and forget to update your address, your renewal packet won't get to you and you could lose your coverage!

How to Update Your Case File

To report changes to your case file, you can:

1. Call your CAO caseworker directly, if you have their number, **or**
2. Submit the change online through your [My COMPASS Account](#), **or**
3. Call the Statewide Customer Service Center's toll free number at 1-877-395-8930 (Philadelphia residents: call 215-560-7226.)

Types of Changes That Must be Reported

- A new mailing address
- A new job or a change of job
- A change or expected change in residency (including plans to leave Pennsylvania or the county, even if you plan to return)

- A change in U.S. citizen or immigration status
- Individuals moving in or out of your home
- A change in marital status (including separation, divorce, remarriage, annulment, or common-law marriage)
- A change in income, including if you get a lump sum of money
- A change in expected medical expenses that were used for eligibility
- Buying or selling real or personal property (including tools, equipment and stock)
- Buying, selling, trading, or converting bank accounts, life insurance, vehicles or other resources
- A change in student status
- A pregnancy or the end of a pregnancy
- A change in health insurance coverage (such as Medicare or commercial insurance)
- A change in a condition that was used to consider you disabled for the purposes of qualifying for Medicaid (for example, an improvement in a medical condition)

If You Need More Help

If you find out your Medicaid coverage is ending or has ended, call the Helpline of the Pennsylvania Health Law Project at 1-800-274-3258. We can help you through the appeal process and assist you to try to keep your Medicaid benefits active.