



# What to do when your Medical Assistance is cut off!

## Appeal!

If you get a letter that says your Medical Assistance (MA) will be turned off, you can appeal up to 30 days after the date the letter was mailed. If you did not get a letter, or if the letter was not sent in your language, you might get even more time to appeal.

## Appealing is easy:

- Fill out the appeal form that came with the cut off letter. If you do not have the letter, any piece of paper that says “MA appeal” and has your signature and the date on it can be used to file an appeal.
- Be sure to ask for an interpreter if you need one.
- Submit the appeal at the County Assistance Office. Keep a copy and get a receipt. In Philadelphia, you can find your local CAO here: Philly CAO Districts ([dhs.pa.gov](https://dhs.pa.gov)). Outside of Philadelphia, check here for your local CAO: CAO Contact ([dhs.pa.gov](https://dhs.pa.gov)).
- You can also mail the appeal. Use certified mail if you can so you have proof of the date you sent it.
- When you file the appeal, you can ask for your MA to stay on while you wait for a hearing.

## Ask for legal help with an appeal if needed:

- Call the Pennsylvania Health Law Project's Helpline at 1-800-274-3258. Leave a voicemail and we will call you back.
- In Philadelphia, contact Community Legal Services:
  - In person at 1410 W. Erie Avenue (Broad & Erie) on Tuesdays and Thursdays from 9-12.
  - By phone on Mondays and Thursdays from 9-12: Call 215-227-2400, leave a voicemail and we will call you back.
- Contact your local legal aid organization. You can use the Pennsylvania Legal Aid Network's website to find your local organization: [palegalaid.net](https://palegalaid.net)



## If you miss the appeal deadline, you can still get MA back if you are eligible!

### ◆ Ask for reconsideration.

If your MA was turned off because of a problem with your renewal, you can ask for reconsideration up to 90 days after MA was turned off. If it was turned off for another reason, you can ask for reconsideration up to 60 days after MA was turned off.

- Contact your CAO or call the Customer Service Center (1-877-395-8930; in Philadelphia, call 215-560-7226). Say you want reconsideration of your MA cut-off.
- You can also ask for reconsideration by submitting missing paperwork. For example, if your MA was turned off because you did not submit pay stubs, you can submit the missing pay stubs to ask for reconsideration.

### ◆ Submit a new application. You can reapply anytime.



Apply online using COMPASS: [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS)



Apply by phone: 1-866-550-4355



Apply using a paper application that you send to or drop off at the CAO.

## If you are not eligible for MA, you still have health care options!

- If you are under age 19, the CAO will review your case for CHIP coverage.
- If you are age 65+ or have been on Social Security Disability for more than 2 years, you might be eligible for Medicare. Apply for Medicare at SSA or by calling 1-800-772-1213. Contact PA MEDI for help with Medicare: 1-800-783-7067.
- If you are age 19+ and ineligible for Medicare, you might be eligible for coverage through Pennie. Go to [pennie.com](https://pennie.com) to get started. Contact the PA Health Access Network (PHAN) for help with Pennie: 1-877-570-3642.
- If you are not eligible for any health insurance program, you can still access care! Community health centers and hospital emergency rooms must provide health care to people even if they are uninsured.

NOTE: Do not delay enrolling in Pennie or Medicare if you are eligible. There are annual enrollment periods for these programs. If you miss the enrollment period, you will need to wait until the next open enrollment to get coverage, unless you qualify for a special enrollment period.