

Provider Notice

To: All Network Providers
From: PerformCare
Date: January 5, 2026
Subject: AD 26 100: Supporting Members in Maintaining and/or Re-establishing MA Eligibility

PerformCare's 2026 Q1 Provider Education Memo Series

Across all levels of care, providers have all reported that one area they encounter that causes additional stress for Members is the notification that they are about to lose, or have lost, their medical assistance coverage. When this occurs, it can interrupt treatment, as the urgent need to reconnect becomes a priority. Situations may arise in which individuals you are treating need to re-establish Medicaid eligibility and they might need your assistance. PerformCare is sharing the below information so that providers have the necessary places to direct Members for support.

Loss of Coverage often occurs at the Start of or End of calendar months and it is important for providers to monitor eligibility by regularly checking their Eligibility Verification System (EVS). There can be a delay with Eligibility Confirmation when paperwork is being updated via the County Assistance Office. Members can also utilize the COMPASS online tool to monitor their eligibility (see link below) or submit their complete renewal.

Remind Members to complete MA eligibility when they receive it from the Department of Human Services in a timely manner. Members turning 18 will need to apply for MA as they are now considered adults. Target Case Management or ID Supports Coordinator may assist when needed.

Below are some resources that can be shared with Members to support them in re-establishing their eligibility.

- Connect Members to their County Assistance Office:
<https://www.pa.gov/agencies/dhs/contact/cao-information>
- Commonwealth of Pennsylvania- Medicaid & CHIP Renewals:
<https://www.pa.gov/agencies/dhs/resources/medicaid/medicaid-chip-renewals>
- COMPASS-online tool for many health and human service programs and managing benefit information: <https://www.compass.dhs.pa.gov/home/#/>

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