

Special Bulletin

For professional and facility providers

March 17, 2023

PA CHIP Eligibility Transitioning to DHS

Beginning **April 17, 2023**, the Pennsylvania Department of Human Services (DHS) will be determining eligibility for the Highmark Healthy Kids/Children's Health Insurance Program (CHIP) applications and renewals instead of Highmark. The DHS will handle all communications related to eligibility, initial application processing, renewal processing, and demographic changes (name, address, etc.).

CHIP applications, renewals, and verification documents can be submitted to the DHS starting **April 3, 2023**. Families can submit all appropriate documentation through one of the following routes:

- Website: Dhs.pa.gov/COMPASS.
- Mobile App: myCOMPASS PA (free download available from various app sites).
- Phone: **1-866-550-4355** or **1-800-986-5437** (select option 2 to complete applications/renewals via phone).
- Mail, fax, or in-person: See the local County Assistance Office (CAO). To locate your nearest office, you can click [here](#) or call the CAO customer service office at **1-877-395-8930**.

IMPORTANT: There are no changes to CHIP benefits, plan operations, or PROMISe ID requirements.

Questions

For questions related to CHIP, families can call one of the following:

- CHIP Eligibility: Call DHS at **1-866-550-4355** or **1-800-986-5437**.
- Covered benefits, authorizations, cost sharing, and claims: Call [Highmark Provider Services](#).

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