

Member Newsletter

FALL 2026

ACT NOW TO KEEP YOUR HEALTH CARE COVERAGE!



Medicaid is Changing!

Big changes are coming in **January 2027**. What do they mean for you?

LOOK INSIDE TO LEARN MORE

MEMBER SERVICES SPOTLIGHT Meet Annette Mervin

Member Services Supervisor

Get to know Annette!



KEEP YOUR COVERAGE

As Medicaid changes approach, you and your family might have questions about the upcoming changes and how to keep your coverage.

Starting as early as **January 1, 2027**, some adults **ages 19 to 64** may have new Medicaid requirements.

What is Changing?

There are two main changes:

- ✓ Medicaid members may need to renew their coverage every six months.
- ✓ Some members may need to complete at least 80 hours each month of work or another approved activity.

Approved activities may include:

- ✓ Working
- ✓ Volunteering or doing community service
- ✓ Taking part in job training or a workforce program
- ✓ Going to school at least part-time

How Can I Keep My Medicaid Coverage?

PA DHS will send notices to Medicaid recipients in the coming months. These notices will explain what you need to do.

Here are some steps you can take now:

- ✓ **Update your contact information.** Make sure PA DHS has your current address, phone number, and other contact information.
- ✓ **Check your mail.** Look for letters and notices from PA DHS about your Medicaid coverage.
- ✓ **Read your notices and respond right away.** Follow the instructions and respond ahead of the deadline.

Need to Apply or Reapply for Medicaid?

If you or a family member needs Medicaid, there are several ways to apply:



Online: Apply through COMPASS at compass.state.pa.us.



By Phone: Call the Customer Service Center for Health Care Coverage at 866.550.4355.



In Person: Visit your local County Assistance Office (CAO).



By Mail: Complete the **PA 600 HC application** and mail it to your local CAO.

If you have questions about your Medicaid coverage, please check for notices from PA DHS and take action as soon as possible.

TRANSPORTATION SERVICES

Getting to Your Medical Appointments with MATP

Need a ride to a medical appointment or the pharmacy? If you have Medical Assistance, the Medical Assistance Transportation Program (MATP) may be able to help.

MATP is a shared-ride service. This means you may ride with other MATP members who are going to a location near your destination. The service is paid for by the PA Department of Human Services (PA DHS).

In Philadelphia County, **Modivcare** provides MATP services. You do not need to fill out an application to use MATP services in Philadelphia.

What Can I Use MATP For?

You can use MATP rides to get to medical appointments and other services, including rides to:

- ✓ Doctors and dentists
- ✓ Hospitals for tests, like lab work or X-rays
- ✓ Pharmacies to pick up prescriptions
- ✓ Physical or occupational therapy
- ✓ Mental health services
- ✓ Drug and alcohol treatment
- ✓ Psychologists or psychiatrists
- ✓ Medical equipment suppliers
- ✓ Other services covered by Medicaid

When Can't I Use MATP?

MATP rides cannot be used for:

- ✗ Emergency ambulance transportation
If you have a medical emergency, call 911 right away.
- ✗ Mental health, substance use, or suicidal crises
Call 988 for help.
- ✗ Grocery shopping or social activities
- ✗ Medical care not covered by Medicaid

Ride with Modivcare: Call 877.835.7436

If you need a ride for any of the above listed services, contact Modivcare to learn more and register for services. MATP will work with CBH to confirm that your medical appointment is a covered service and that transportation is available. CBH works with MATP to help arrange your transportation. If you have questions or need more information, you can also contact CBH Member Services at 1-888-545-2600.

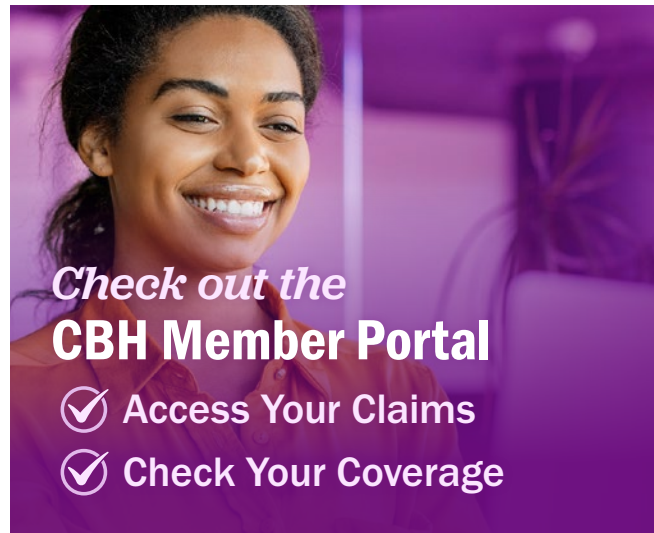


MEMBER SERVICES SPOTLIGHT

Annette Mervin

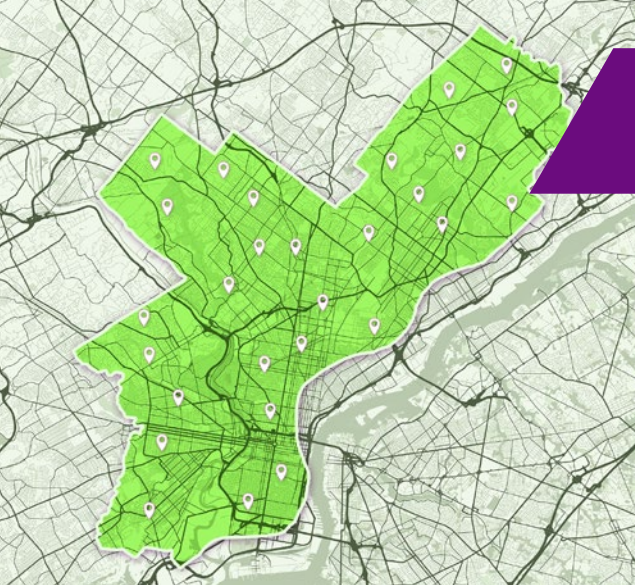
Member Services Supervisor

For nearly 30 years, Annette has helped CBH members get needed support. As a Member Services Team Lead, she helps members understand their benefits, find resources, and connect with services. With her background in psychology and passion for helping others, Annette is here to make behavioral health easier to manage so members know where to turn and never have to face their journey alone.



Check out the CBH Member Portal

- ✓ Access Your Claims
- ✓ Check Your Coverage



CBH PROVIDER DIRECTORY: FIND THE CARE YOU NEED

Everyone's behavioral health journey is unique, and finding the right care is important. Whether you're looking for therapy, psychiatry, substance use treatment, or another behavioral health service, CBH can help you find a provider who meets your specific needs.

CBH's online Provider Directory is a valuable resource. Available on the CBH website, the directory lets you search for providers by location, specialty, services offered, languages spoken, and other preferences, making it easier to explore your options and find care that fits your needs. To begin your search, visit cbhphilly.org/members/provider-directory.

You can browse provider profiles, view contact information, and learn more about the services available to you.

If you're unsure where to start or need additional support, you can call CBH Member Services at 888-545-2600. Our Member Services Team is available 24 hours a day, seven days a week, to help you find a provider, answer questions, explain your options, and send you a printed copy of the Provider Directory upon request.

Whatever your behavioral health needs may be, CBH is here to help you find the right care and support.

**Call CBH Member Services at 888.545.2600
or Scan the QR Code to Access
the Resources Below**



CBH Offers Language Interpretation Services

*Call the Member
Services Team*



Did You Know?

CBH Offers Substance Use Services



MAKE YOUR VOICE HEARD
Join the Member Advisory Council
Call Member Services to Learn How



988

**SUICIDE & CRISIS
LIFELINE**

