



# Medicaid mental health awareness in schools

## Stakeholder outreach & education toolkit

### TOOLKIT INCLUDES:

- Outreach flyer
- Letter to schools
- Letter to families
- Additional helpful resources





## Why Medicaid mental health awareness matters

Thousands of students across Pennsylvania qualify for Medicaid but may not be accessing behavioral health care. Schools are in a unique position to help families connect to services that support emotional well-being, learning, and long-term success.

### What Medicaid covers (HealthChoices Behavioral Health):

- Therapy (individual, group, family)
- Psychiatric care and medication management
- Drug and alcohol treatment services
- Case management
- Crisis intervention
- Peer support
- School-based and community-based services

### Who is eligible:

Students enrolled in Medicaid (Medical Assistance) are eligible for these services at no cost. Magellan administers Behavioral Health Medicaid services in Lehigh and Northampton Counties.

### What schools can do:

- Share awareness letters with families
- Post links on school websites
- Encourage Medicaid enrollment for eligible students
- Refer students in distress to school counselors or partner providers
- Connect with Magellan for training and materials

### Why it works:

Schools that increase awareness see better student engagement, fewer disruptions, and improved academic performance.



**Scan the QR code to access  
helpful resources online**

[MagellanofPA.com/ma-toolkit-for-schools](https://www.MagellanofPA.com/ma-toolkit-for-schools)

August 15, 2025

Dear School Community Partners,

We are writing to express our shared concern about the unprecedented and ongoing decline in children's enrollment in Pennsylvania's Medicaid program (also known as HealthChoices). As organizations committed to the health and well-being of students across our region, we are alarmed by the number of eligible children who are losing critical health coverage.

Recent changes in Medicaid redetermination processes have caused a steep drop in coverage, leaving many of our most vulnerable students without access to behavioral health care, medication management, and school-based Medical Assistance services. The consequences are already being felt in our schools—missed therapy sessions, gaps in crisis response, and increased pressure on educators and support staff.

Magellan Behavioral Health of Pennsylvania, Inc. (Magellan), the Colonial Intermediate Unit 20, and Carbon Lehigh Intermediate Unit 21 are jointly urging school districts to assist in a renewed outreach and education effort to families.

This includes:

- Encouraging families to check their Medicaid status and renew coverage through COMPASS, Pennsylvania's online benefits portal, at [www.compass.state.pa.us](http://www.compass.state.pa.us).
- Sharing information about the PH-95 "loophole," which allows children with disabilities to qualify for Medicaid regardless of family income.
- Promoting school-based Medical Assistance programs that rely on active Medicaid enrollment to deliver essential services.

Families may not be aware that their children have lost coverage—or that they can reapply today. Many only learn when a service is denied or a need arises. Schools are uniquely positioned to support this effort by including messaging in newsletters, back-to-school packets, and during IEP/504 planning meetings.

For additional background and state-level resources, we encourage you to visit the PA Department of Human Services Medicaid Resources page at [www.pa.gov/agencies/dhs/resources/medicaid.html](http://www.pa.gov/agencies/dhs/resources/medicaid.html).

We've enclosed the following materials for your review and potential distribution:

- A flyer about PH-95 eligibility.
- A COMPASS application and renewal overview.
- A customer service resource to help families navigate the process.
- A newsletter blurb that schools could include in communications to families.

Together, we can help close the coverage gap and ensure students have uninterrupted access to the supports they need to thrive in school and beyond.

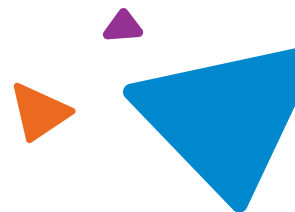
We welcome collaboration with school leadership to coordinate outreach, and we would be happy to provide additional information and support upon request.

Sincerely,

*Thomas Walker*  
Senior Account Executive  
Magellan Behavioral Health of  
Pennsylvania, Inc.

*James McDonald*  
Director of Resolve Behavioral  
Health Services  
Colonial Intermediate Unit 20

*Jason Savenelli*  
Behavioral Health Services Supervisor  
Special Programs and Services  
Carbon Lehigh Intermediate Unit 21



Dear Parents and Families,

We care deeply about your child's health and well-being. That's why we want to let you know that many children across Pennsylvania have recently lost their Medicaid health insurance (called HealthChoices)—and many families don't even realize it.

This means some kids are no longer getting the care they need—like therapy, medicine, or help at school—because their coverage has stopped. We don't want this to happen to your family. And if it already has, we want to make sure you have the tools to fix it.

**Please check your child's Medicaid status today.** You can renew or apply for coverage online at [www.compass.state.pa.us](http://www.compass.state.pa.us).

If your child has a disability, they may qualify for a special Medicaid rule called PH-95. This rule lets children get coverage no matter what your family earns.

To help you, we've included:

- A flyer about PH-95
- A simple guide to renewing benefits using COMPASS
- A list of phone numbers for questions

#### **Need help?**

- Call the Customer Service Center at 1-877-395-8930 (or 215-560-7226 in Philadelphia). They can help you check your case, make updates, or answer questions. Open Monday to Friday, 8:00 AM to 5:00 PM.
- For help applying through COMPASS, call the COMPASS Helpline at 1-800-692-7462.

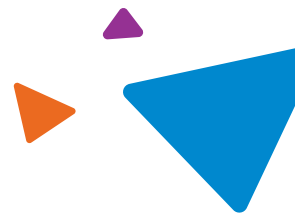
You can also visit [www.pa.gov/agencies/dhs/resources/medicaid.html](http://www.pa.gov/agencies/dhs/resources/medicaid.html) to learn more.

Taking this step now can help make sure your child doesn't miss out on the care they need to stay healthy and succeed.

Sincerely,

*Magellan Behavioral Health of Pennsylvania  
Colonial Intermediate Unit 20  
Carbon Lehigh Intermediate Unit 21*





Estimados padres y familias:

Nos preocupamos profundamente por la salud y el bienestar de su hijo. Es por eso que queremos informarle que muchos niños en Pensilvania han perdido recientemente su seguro de salud de Medicaid (llamado HealthChoices), y muchas familias ni siquiera se dan cuenta.

Esto significa que algunos niños ya no están recibiendo la atención que necesitan, como terapia, medicamentos o ayuda en la escuela, porque su cobertura se ha detenido. No queremos que esto le pase a su familia. Y si ya le pasó, queremos asegurarnos de que tenga las herramientas para solucionarlo.

**Verifique el estado de Medicaid de su hijo hoy.** Puede renovar o solicitar cobertura en línea en [www.compass.state.pa.us](http://www.compass.state.pa.us).

Si su hijo tiene una discapacidad, puede calificar para una regla especial de Medicaid llamada PH-95. Esta regla permite que los hijos obtengan cobertura sin importar lo que gane su familia.

Para ayudarlo, hemos incluido:

- Un folleto sobre PH-95
- Una guía sencilla para renovar beneficios con COMPASS
- Una lista de números de teléfono para preguntas

#### **¿Necesita ayuda?**

- Llame al Centro de Servicio al Cliente al 1-877-395-8930 (o al 215-560-7226 en Filadelfia). Pueden ayudarlo a revisar su caso, hacer actualizaciones o responder preguntas. El horario de atención es de lunes a viernes de, 8:00 a. m. a 5:00 p. m.
- Para obtener ayuda para presentar una solicitud a través de COMPASS, llame a la línea de ayuda de COMPASS al 1-800-692-7462.

También puede visitar [www.pa.gov/agencies/dhs/resources/medicaid.html](http://www.pa.gov/agencies/dhs/resources/medicaid.html) para obtener más información.

Tomar esta medida ahora puede ayudar a garantizar que su hijo no pierda la atención que necesita para mantenerse saludable y tener éxito.

Atentamente,

*Magellan Behavioral Health of Pennsylvania  
Colonial Intermediate Unit 20  
Carbon Lehigh Intermediate Unit 21*



# Newsletter language for schools

## Important: Check your child's Medicaid coverage

Many children in Pennsylvania have recently lost their Medicaid (HealthChoices) insurance without knowing it. This means some kids may not be getting the health care or mental health services they need—including help at school.

Please check your child's coverage. You can renew or apply for Medicaid online at [www.compass.state.pa.us](http://www.compass.state.pa.us).

If your child has a disability, they may still qualify no matter what your family earns. This is called the PH-95 rule.

To learn more, visit the PA Department of Human Services website: [www.pa.gov/agencies/dhs/resources/medicaid.html](http://www.pa.gov/agencies/dhs/resources/medicaid.html).

### Need help?

- Call the Customer Service Center at 1-877-395-8930 (or 215-560-7226 in Philadelphia). They can help you check your case, make updates, or answer questions. Open Monday to Friday, 8:00 AM to 5:00 PM.
- For help applying through COMPASS, call the COMPASS Helpline at 1-800-692-7462.



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## Additional helpful resources

Included in this packet:

- A flyer about PH-95 eligibility
- A simple COMPASS application and renewal guide
- A DHS Customer Service Center resource
- A Magellan flyer on Medicaid awareness

These materials are designed to be shared with families and used in school communications to prevent disruptions in student access to mental health and support services.

# How to Apply for Medical Assistance

You can apply for Medical Assistance (MA) in many ways in Pennsylvania. The PH-95 Category is one way. The PH-95 category is for children (under 18 years old) with disabilities. Family income does not affect PH-95 eligibility. Even if you earn income above the MA limit, your child can still qualify in the PH-95 category. This is also known as a “loophole.” MA can help with payment for services not fully covered by private (self) pay or primary plans. You can keep your primary plan and receive all the benefits of MA (such as help with copays for specialists and prescription medication). MA applications can be completed online or by paper.

**For more information about the MA application process, visit [www.compass.state.pa.us](http://www.compass.state.pa.us) OR call 1-866-550-4355.**

## **Be sure to have the following for your application:**

- Proof of identity/where you live
- Proof of your child’s identity
- Proof of child’s disability
- Financial information
- Proof of SSI (SSI application summary letter or letter of denial based on income)

## **Next steps after submitting an MA application:**

1. Eligibility notice should be sent within 30 days—the timeframe can be shortened if there is an “urgent medical need,” which would need to be noted by your treatment provider.
2. You will receive your MA card.
3. You will receive a PA HealthChoices welcome letter from Magellan.
4. If you are denied MA, you have the right to appeal.

## **Contact your local County Assistance Office (CAO) if you have any questions:**

**Lehigh County Assistance Office**  
555 Union Boulevard, Suite 3  
Allentown, PA 18109  
Toll-free: 1-800-842-2020

**Northampton County Assistance Office**  
201 Larry Holmes Drive, P.O. Box 10  
Easton, PA 18044  
Toll-free: 1-800-349-5122

## **Learn more:**

- Center for Humanistic Change: [www.thechc.org](http://www.thechc.org)
- Magellan Behavioral Health of Pennsylvania: [www.Magellanofpa.com](http://www.Magellanofpa.com)
- PA HealthChoices: [www.healthchoices.pa.gov](http://www.healthchoices.pa.gov)



# COMPASS

**Pennsylvania's fast and easy way to apply for health and human services.**

With the click of a button you can learn about benefits, see if you might qualify, apply, and renew your benefits when required.

## **A SINGLE ACCESS POINT FOR:**

**HEALTH CARE COVERAGE • SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)  
FREE OR REDUCED-PRICE SCHOOL MEALS • CASH ASSISTANCE • CHILD CARE WORKS  
LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) • LONG-TERM LIVING  
SERVICES – HOME AND COMMUNITY BASED • LONG TERM LIVING SERVICES – NURSING  
HOME AND RELATED FACILITIES**

**WWW.COMPASS.STATE.PA.US • 1.800.692.7462 // HELPLINE**

## **Register**

**To create a  
My COMPASS  
account,  
follow these  
steps:**

- 1.** Go to [www.compass.state.pa.us](http://www.compass.state.pa.us) and click on the Login/Register drop-down.
- 2.** Select "Register" under the Individuals & Families section to create a My COMPASS account.
- 3.** Enter the head of household's personal information.
- 4.** Choose a username, password, and security questions.
- 5.** Select your county/case record, Unique Form Identifier (UFI) number (CHIP), or e-Form number/password. If county/case record or UFI is selected, you will be required to enter your MCI number or Social Security number.
- 6.** Select whether you would like to enroll in online notices. You may change this preference once your account is created.
- 7.** Read and agree to the My COMPASS account terms and conditions.

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**CLICK. APPLY. BENEFIT.**

# Apply

## 1. Start your application

Click on the Apply Now button on the COMPASS homepage or the New Application button after logging in to your My COMPASS account.

## 2. Household

Enter your household information and select the benefits you wish to apply for. You will answer questions about each individual household member.

## 3. Answer questions about the household:

- Household members' details
- Income
- Expenses
- Insurance
- Resources

## 4. Summary

Answer all required questions in order to move forward in the application process. You will be given the chance to review your application and make any necessary changes.

## 5. Next steps

Review the department your application is being sent to and the benefits you are applying for.

## 6. Submit e-Form

E-sign your application, review your rights and responsibilities, verify your identity, and certify and authorize your application. If you do not e-Sign your application, you can print the signature page and sign it or have it mailed to your household.

## 7. Confirmation

Congratulations. Your application has been completed and submitted. You can submit your verification documents electronically from this page, or later from your My COMPASS account. You can also review and print your application.



**COMPASS**  
CLICK. APPLY. BENEFIT.

# Renew

## 1. Start renewal

Click "Renew Your Benefits" on the COMPASS homepage or after logging in to your My COMPASS account.

## 2. Choose your benefit provider

Choose whether you would like to renew benefits for Medical Assistance, SNAP, Cash Assistance, Long-Term Living, CHIP, or Child Care Works Subsidized Child Care.

### • **Medical Assistance, SNAP, Cash Assistance, Long-Term Living, or Child Care Works Subsidized Child Care:**

Enter your social security number, county/case record number, and renewal date.

### • **CHIP:**

Enter your Unique Form Identifier (UFI), member ID, and renewal month.

## 3. "Getting Started"

This section lists the benefits you are eligible to renew and explains how long the renewal application will take to complete, as well as what information you will need prior to completion.

## 4. Information

Your renewal will be pre-filled with your information on file. Review and update this information as needed. You might need the following information to complete your renewal:

- Household income from jobs, child support, and other sources
- Social security numbers and birth dates of household members
- Current or recent health insurance information
- Housing and utility expense information
- Resource information

Information requirements vary dependent on program.

## Need assistance completing your application?

Assistance is available at [www.compass.state.pa.us](http://www.compass.state.pa.us) under the "Helpful Links" and "Contact Us" sections.

# What is the Customer Service Center?

The Customer Service Center, or CSC, is a service of the Pennsylvania Department of Human Services county assistance offices. You can call the CSC to:

- Make updates or changes to your case
- Check your application or case status
- Hear general information, such as how to apply for benefits
- Request forms and documents

The CSC is a quick and easy way to report changes in your case to a caseworker.

**The CSC is open  
8:00 a.m. until 5:00 p.m.,  
Monday through Friday.**

**Please call: 1-877-395-8930, in  
Philadelphia call 215-560-7226,  
Hearing/speech impaired,  
call 711 for TTY Relay Services**



**pennsylvania**

DEPARTMENT OF HUMAN SERVICES

**[www.dhs.pa.gov](http://www.dhs.pa.gov)**

PENNSYLVANIA DEPARTMENT  
OF HUMAN SERVICES  
COUNTY ASSISTANCE OFFICE

## **Customer Service Center**



**Please call:  
1-877-395-8930**

**Hearing/speech impaired, call  
711 for TTY Relay Services**

"MY COMPASS" account  
users can also report  
changes by logging on to:  
[www.compass.state.pa.us](http://www.compass.state.pa.us)



*This is a public service announcement provided by  
Magellan Behavioral Health of Pennsylvania.*

# Have you considered Medicaid for your healthcare needs?

## Key benefits of Medicaid



Vital coverage for  
individuals and  
families facing  
financial challenges



Provides access to a  
broad range of physical  
and behavioral health  
services



Provides access to  
mental health services,  
preventative care,  
substance use disorder  
care, and more

## Scan the QR code to find out more



Or visit [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS) to:

- Learn how to apply online, by phone, or by mail
- Review eligibility requirements and more!

**Se Habla Español.**



*Este es un anuncio de servicio público proporcionado por  
Magellan Behavioral Health of Pennsylvania.*

# ¿Ha considerado Medicaid para sus necesidades de atención médica?

## Beneficios clave de Medicaid



Cobertura vital para  
individuos y familias  
que enfrentan desafíos  
financieros



Brinda acceso a una  
amplia gama de  
servicios de salud  
física y conductual



Brinda acceso a servicios  
de salud mental, atención  
preventiva, atención de  
trastornos por uso de  
sustancias y más

## Escanee el código QR para obtener más información



O visite [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS) para:

- Aprender a presentar una solicitud en línea, por teléfono o por correo
- ¡Revise los requisitos de elegibilidad y más!