


# Supporting AAW Participants in Maintaining Medical Assistance

Supporting Adult Autism Waiver (AAW) participants in maintaining their Medical Assistance (MA) involves several key steps that AAW Supports Coordinators (SCs) are encouraged to take to support participants in remaining eligible for services.

## Understanding MA eligibility criteria:

SCs are not expected to know how MA eligibility is determined or what income and resource limits apply to each person, but having a general understanding can be helpful when assisting participants with their MA renewals.

For specific income and resource limits, please contact the participant's [local County Assistance Office](#). 

## Reinforce the importance of MA eligibility:

Educate the participant and their families about the importance of maintaining MA coverage in order to keep their AAW services. Ensure they understand that if their MA is closed, they will no longer be eligible for waiver services. Explain the other benefits of MA, which include access to healthcare services, medications, and therapies.

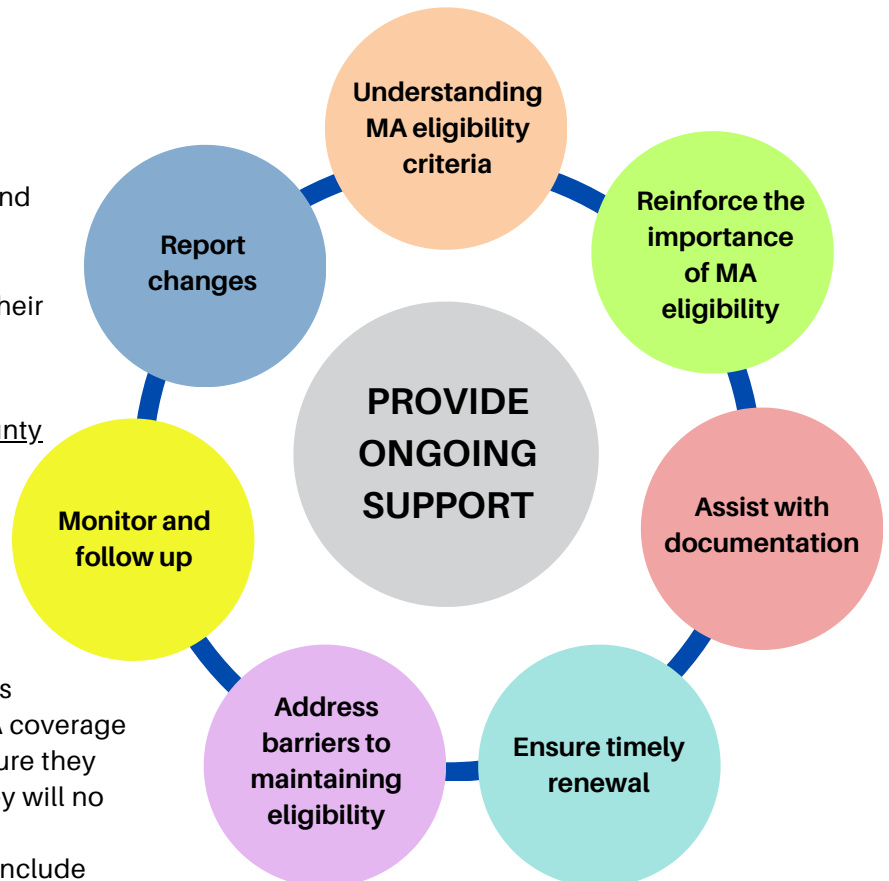
## Assist with documentation

Assist the participant in gathering and completing any necessary documentation for MA renewal or application processes. To prepare documentation, gather all necessary documents required for the renewal process. This may include:

- Proof of identity (e.g., driver's license, state ID, etc.)
- Proof of income (e.g., pay stubs, tax returns, other financial statements, etc.)
- Proof of resources (e.g., bank statements, etc.)
- Proof of residency (e.g., utility bills, lease agreements, etc.)

## Ensure timely renewal

Ensure that the participants MA coverage is renewed on time. Help them navigate the renewal process, including filling out forms, providing necessary documentation, and meeting deadlines.



## Address barriers to maintaining eligibility

Identify and address any barriers that may prevent the participant from maintaining their MA coverage. This could include challenges with paperwork, transportation to appointments, or communication with MA caseworkers. Notify the participant's Regional Office Representative of any ongoing issues that cannot be resolved.

## Monitor and follow up

Regularly monitor the participants MA status and follow up as needed to ensure that their coverage remains active. This includes tracking renewal deadlines, addressing any issues that arise, and providing ongoing support as necessary.

## Provide ongoing support

Provide support to the participant and their families to navigate the MA system independently in the future. This includes teaching them how to contact and communicate with MA caseworkers and access available resources.


## Report changes

Assisting the participant in reporting changes quickly and accurately will help to ensure the participant is receiving the correct benefits and that the MA benefits remain active.

### The following changes must be reported:

- **Income changes:** Any increase or decrease in income, including wages, child support, etc.
- **Household size:** Changes in the number of people living in the participants household, such as the birth of a child, marriage, divorce, or someone moving in or out.
- **Address changes:** Any change in the participants residential address or mailing address.
- **Employment status:** Changes in the participants job status, such as starting a new job, losing a job, or changes in work hours.
- **Medical insurance:** Changes in other medical insurance coverage, including gaining or losing other insurance.

### Changes can be reported quickly via:

- **Online:** [COMPASS HHS Home \(state.pa.us\)](https://state.pa.us) 
- **Mobile app:** myCOMPASS PA
- **Phone:** at 1-877-395-8930 or 1-215-560-7226 (if you live in Philadelphia)

To contact the local County Assistance Office (CAO) about MA benefits, contact information can be found online at: [County Assistance Offices \(CAO\) | Commonwealth of Pennsylvania \(pa.gov\)](#) 