




Getting to Know COMPASS

Overview for Individuals and Families
April 2018 Update

 Click the Resources tab above for a text-only version of this training.

 This module contains narration. Please adjust your volume settings.

Click Next to Begin

This overview is narrated. Please take a moment to adjust your computer's volume now.

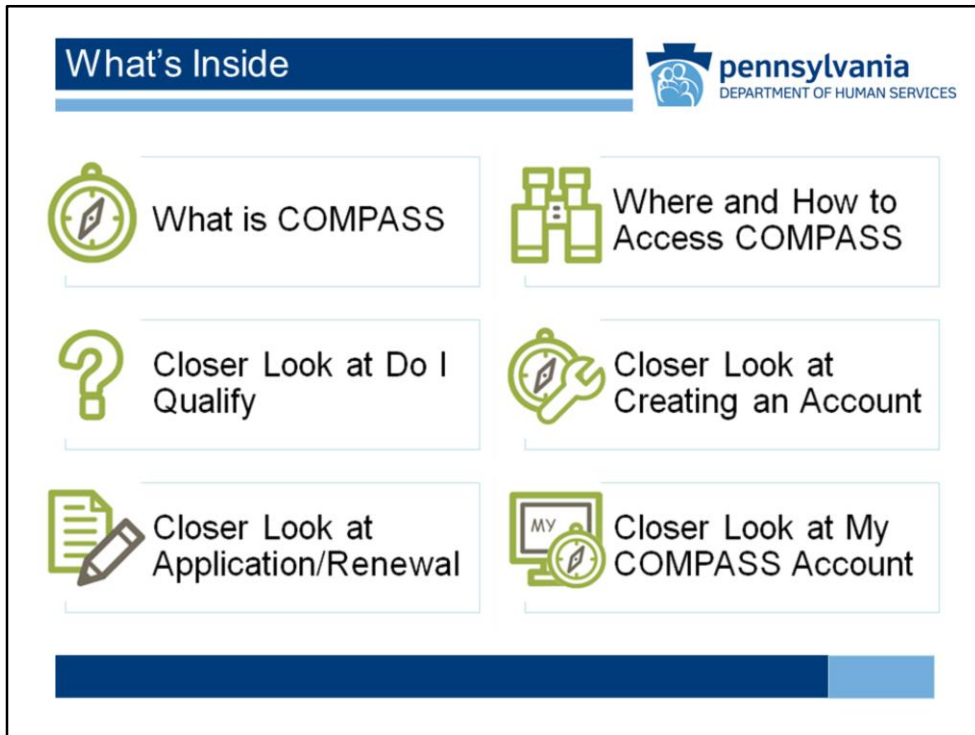


Welcome to the COMPASS Overview for Individuals and Families!

You'll see that most slides will advance automatically; however, you may use the player controls at the bottom of the screen to pause the player or move forward or back if needed. You may skip to another section of the overview using the menu to the left.

If you would like a text-only version of this overview, you may access a copy from the resources tab at the top of this screen.

When you're ready to begin, click the "Next" button.



This overview will give you a sneak peek at what COMPASS has to offer. It will help you familiarize yourself with many of the COMPASS screens and functions.

Once you look at What is COMPASS and Where and How to Access COMPASS to get some basic information, feel free to look at any of the other topics in this menu.

Click on a topic to continue.



COMPASS is an acronym that stands for Commonwealth of Pennsylvania Access to Social Services. COMPASS is sort of like an online department store that offers one-stop shopping for many health and human service needs.

What is COMPASS?



pennsylvania
DEPARTMENT OF HUMAN SERVICES

The image is a slide titled "What is COMPASS?". It features a central photograph of a man and a woman sitting on a couch, smiling and looking at a laptop. The man is on the left, wearing a light blue shirt, and the woman is on the right, wearing a white top. The background is a bright, indoor setting. In the top right corner of the slide, there is the logo for the Pennsylvania Department of Human Services, which includes a stylized blue icon of a person and the text "pennsylvania DEPARTMENT OF HUMAN SERVICES". The slide has a blue header bar and a blue footer bar.

COMPASS is used to:

- Learn about and see if individuals or families qualify for Department of Human Services (DHS) benefits,
- Apply for and renew DHS benefits,
- Manage DHS benefits,
- And Receive referrals to other benefits not available on COMPASS.



Users can find COMPASS with a home computer or by using the myCOMPASS PA mobile app on your smartphone. The app is not optimized for use on a tablet. Users can also access the full site using a smartphone or tablet.

The COMPASS website can be found at:
www.compass.state.pa.us, and the app can be downloaded from a smartphone or tablet.

Benefits of Using COMPASS

Easy to use
Available 24/7
No need to leave home
Safe, secure, confidential
One application for multiple benefits
Routed to the correct agency
Referrals to other services

pennsylvania
DEPARTMENT OF HUMAN SERVICES

There are many benefits to using COMPASS:

COMPASS is convenient and easy to use.

COMPASS is available 24 hours a day, 7 days a week.

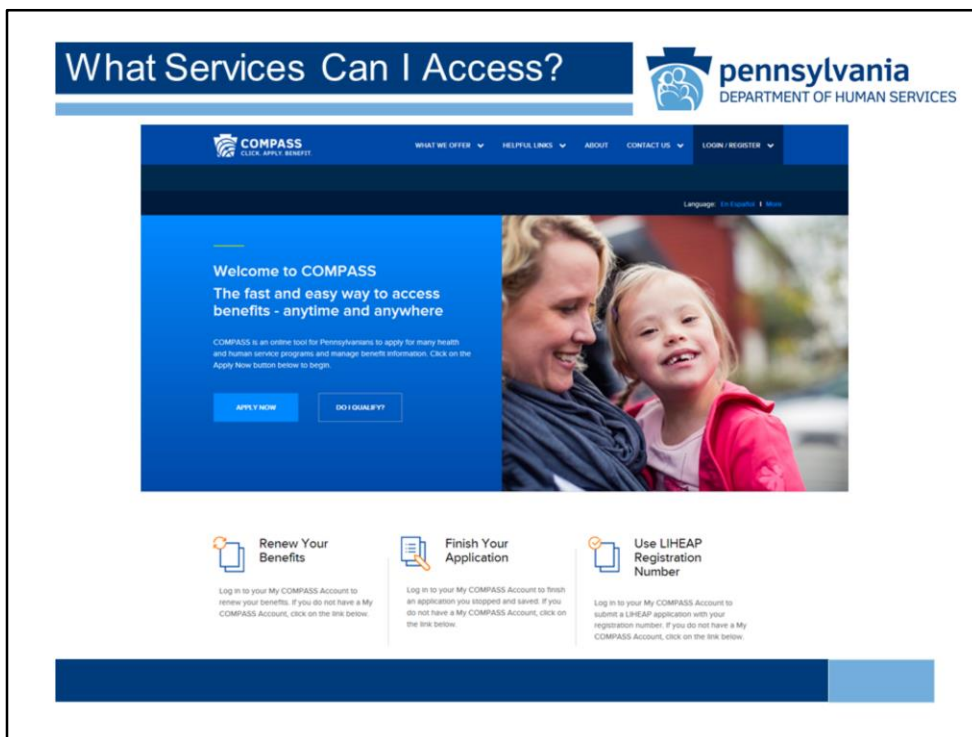
COMPASS can be accessed without leaving home or calling your County Assistance Office

COMPASS is safe, secure, and confidential.

COMPASS allows you to complete one application for multiple benefits.

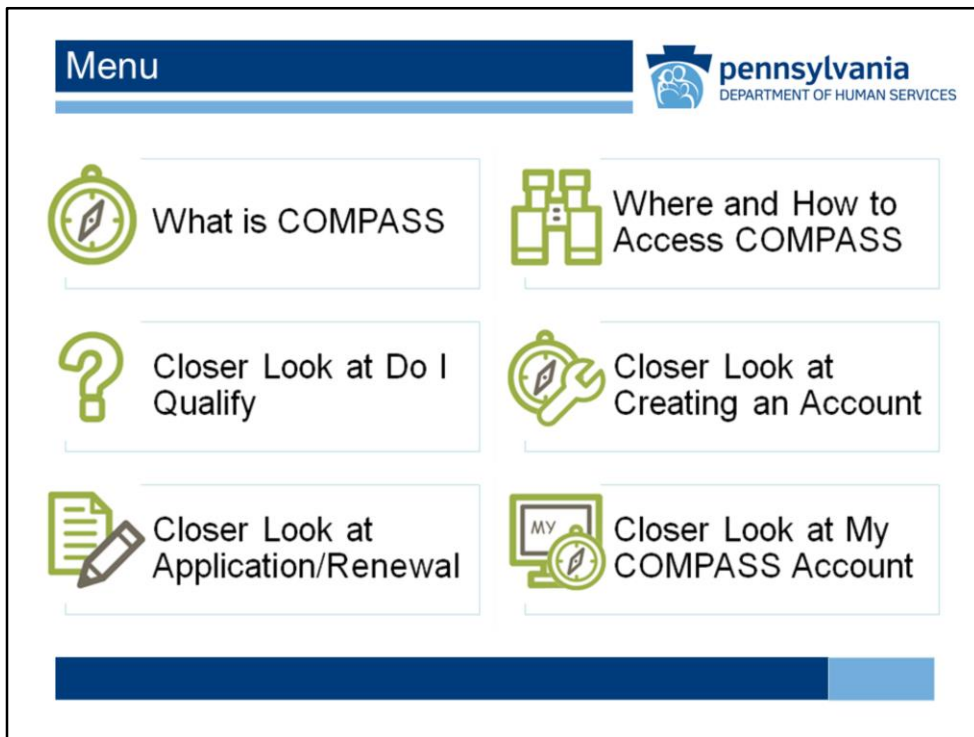
COMPASS sends your application to the right agency for review.

COMPASS can submit referrals for other services.



With COMPASS users can access these services: Health Care (including CHIP, Medical Assistance, and Medical Assistance for Former Foster Care Youth), SNAP, School Meals, Cash Assistance, LIHEAP or Energy Assistance, Child Care Works, and Long Term Care.

Users can also easily navigate from COMPASS to the Federally Facilitated Marketplace. Or you can submit referrals to Home and Community Based services, such as Autism Services, Early Intervention Services, and Intellectual Disability Services.



Now that we know what COMPASS can do, next we'll look a little closer at where and how to access COMPASS.

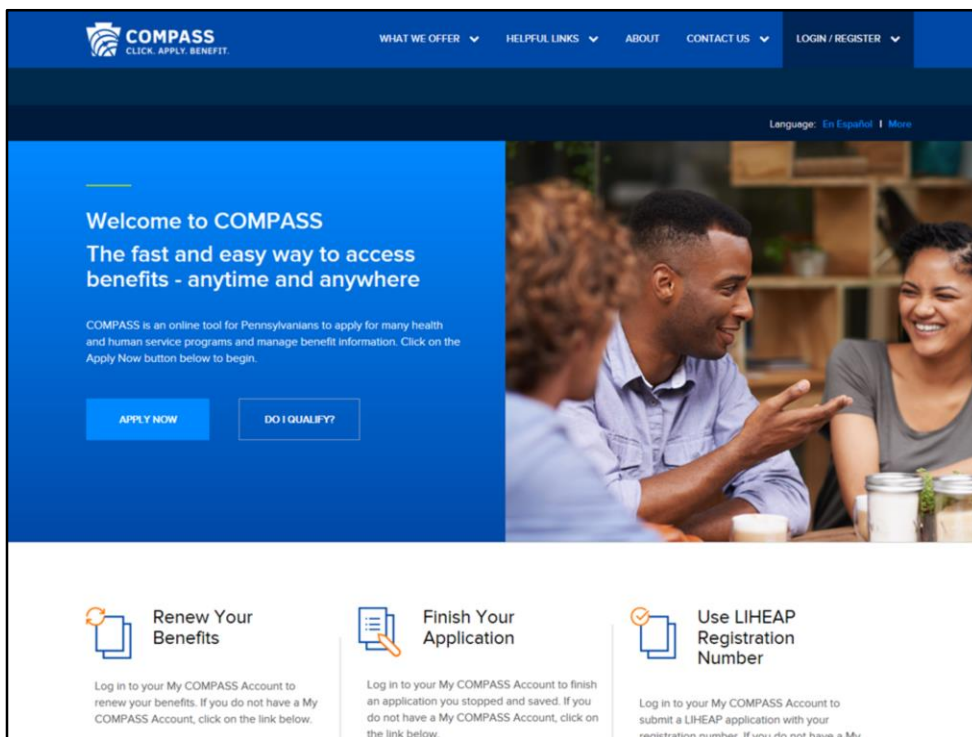
Where to Access COMPASS



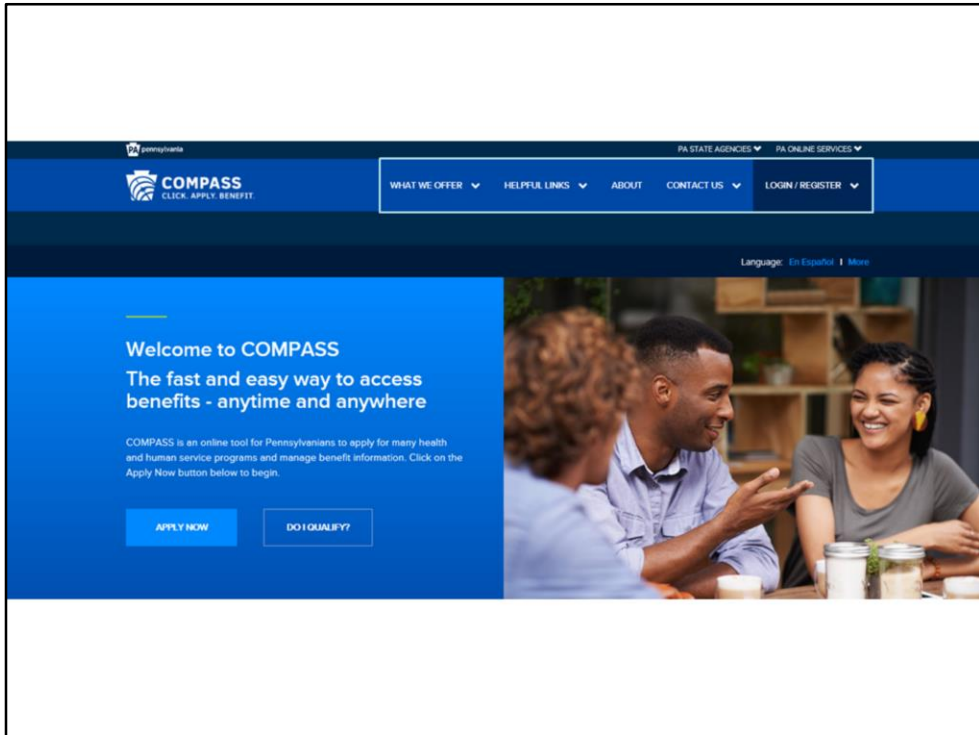
www.compass.state.pa.us

We already mentioned that you can find the COMPASS website at: www.compass.state.pa.us.

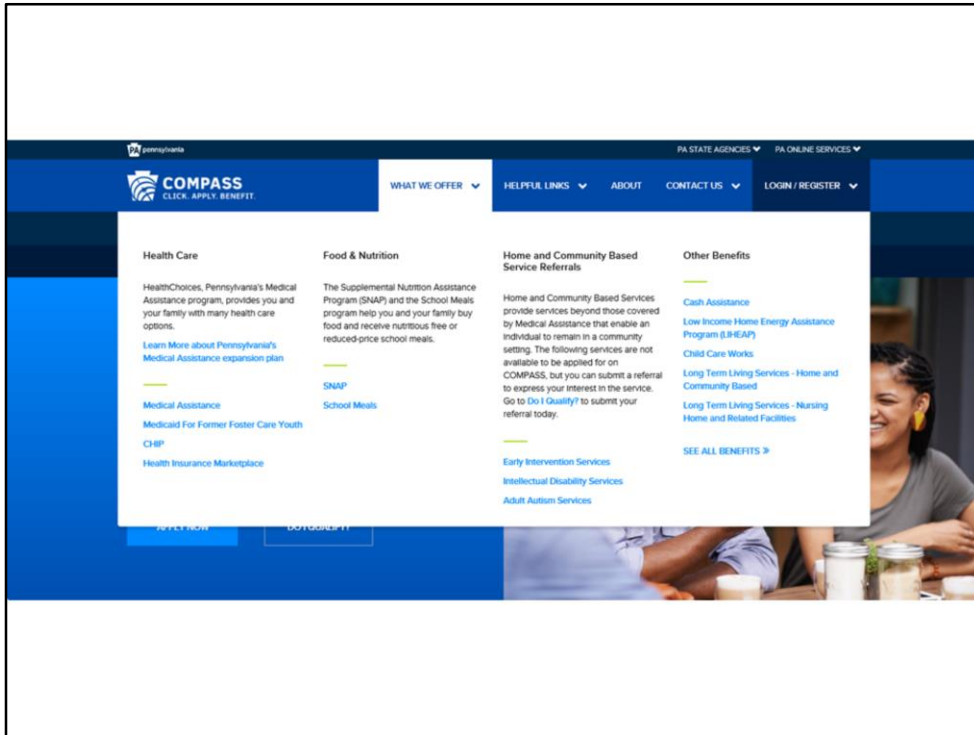
Let's take a look at it now.



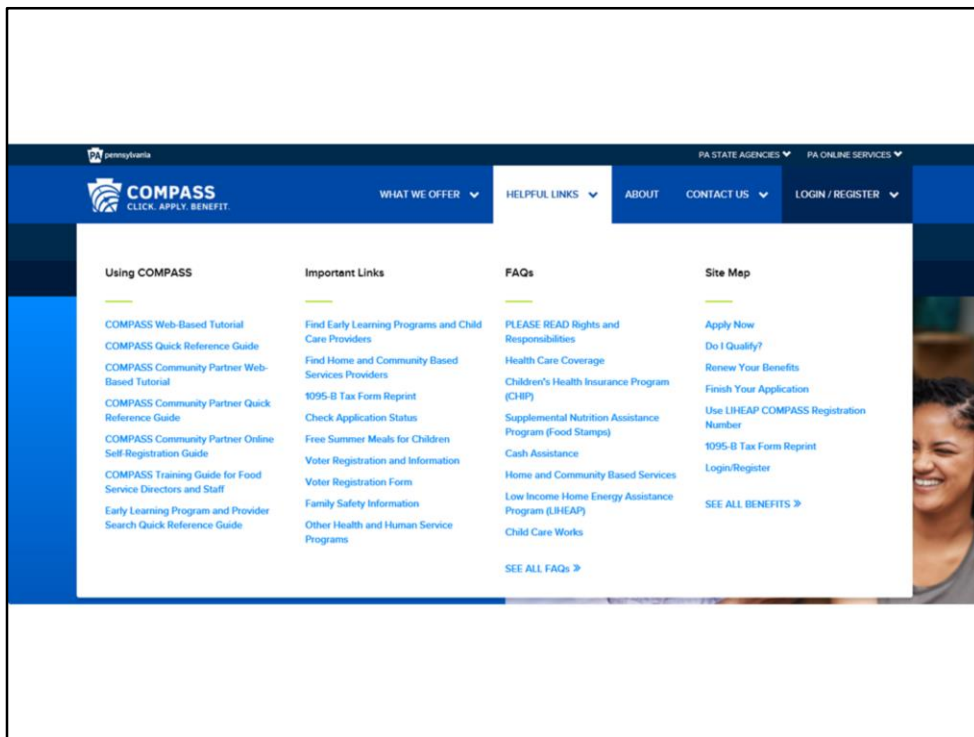
You'll be directed to this screen first. There are a lot of places you can go from here. Let's take a look around.



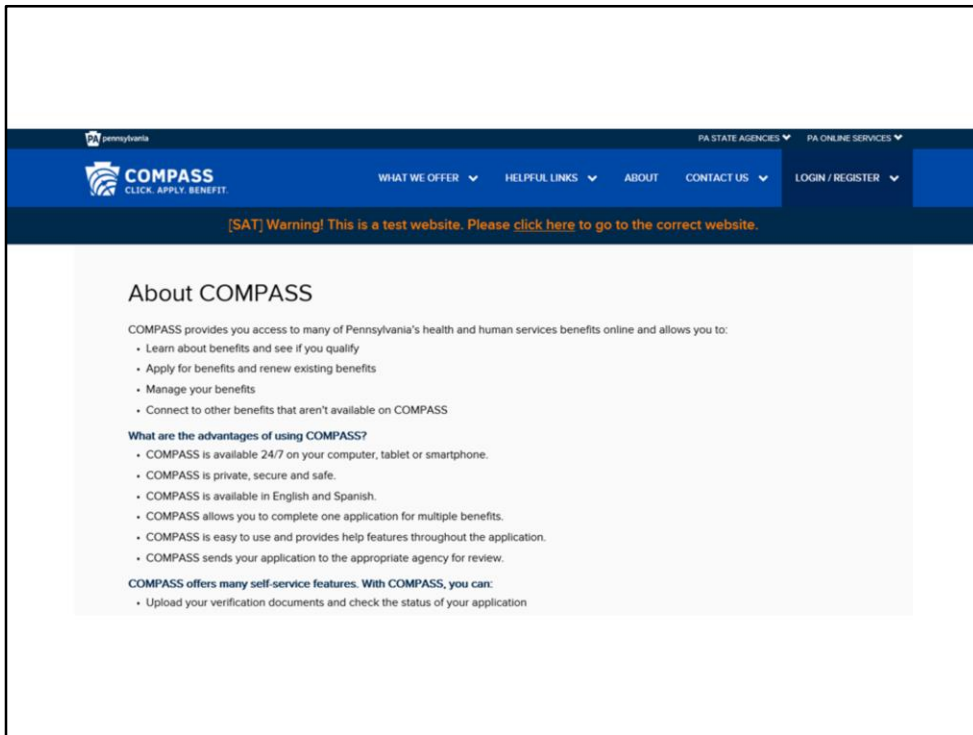
At the top of the screen you can put your cursor over the menu items to see what's in each one. Let's see what's there.



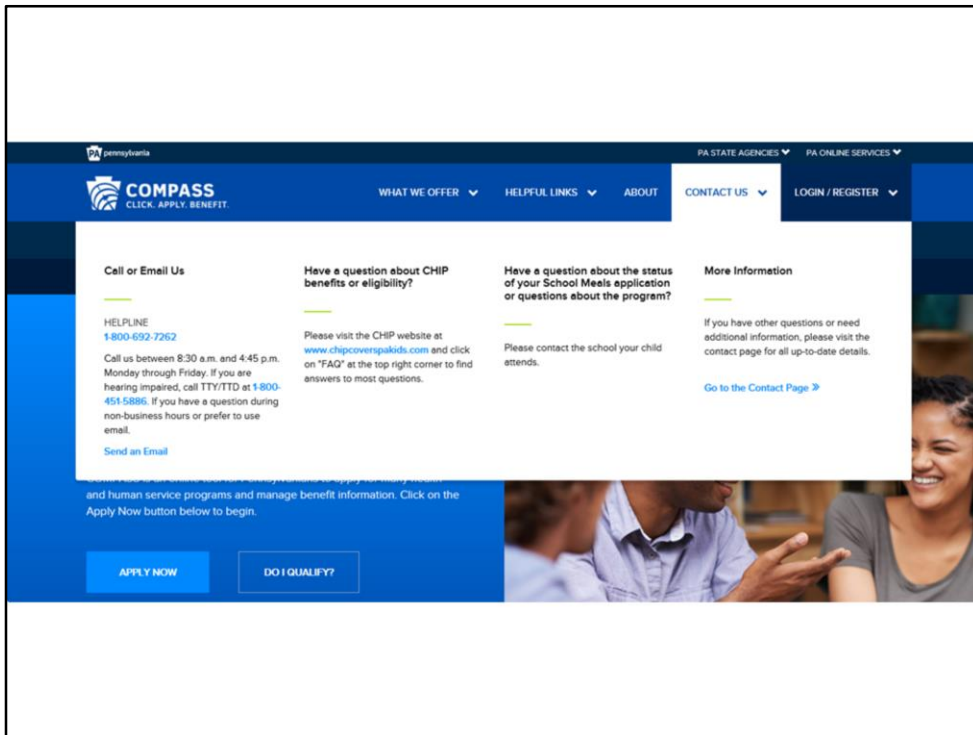
What We Offer provides links to give you more information about the DHS benefits that you can access.



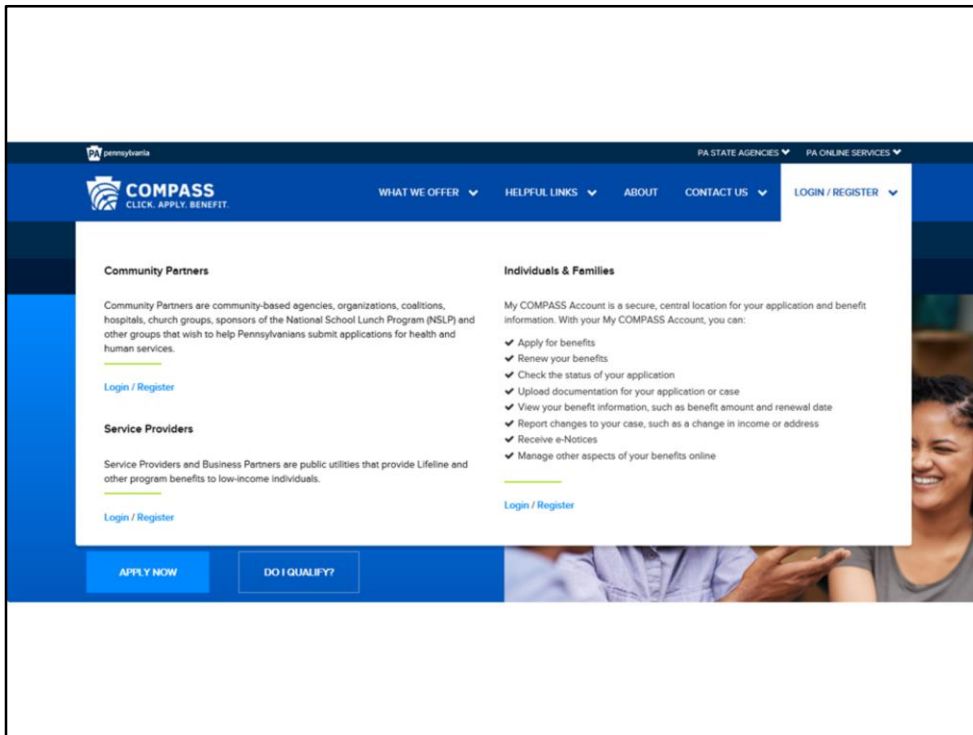
Helpful Links gives you access to specific information on Using COMPASS and answers questions you may have about DHS benefits and programs. From here you can also jump directly to other areas of COMPASS.



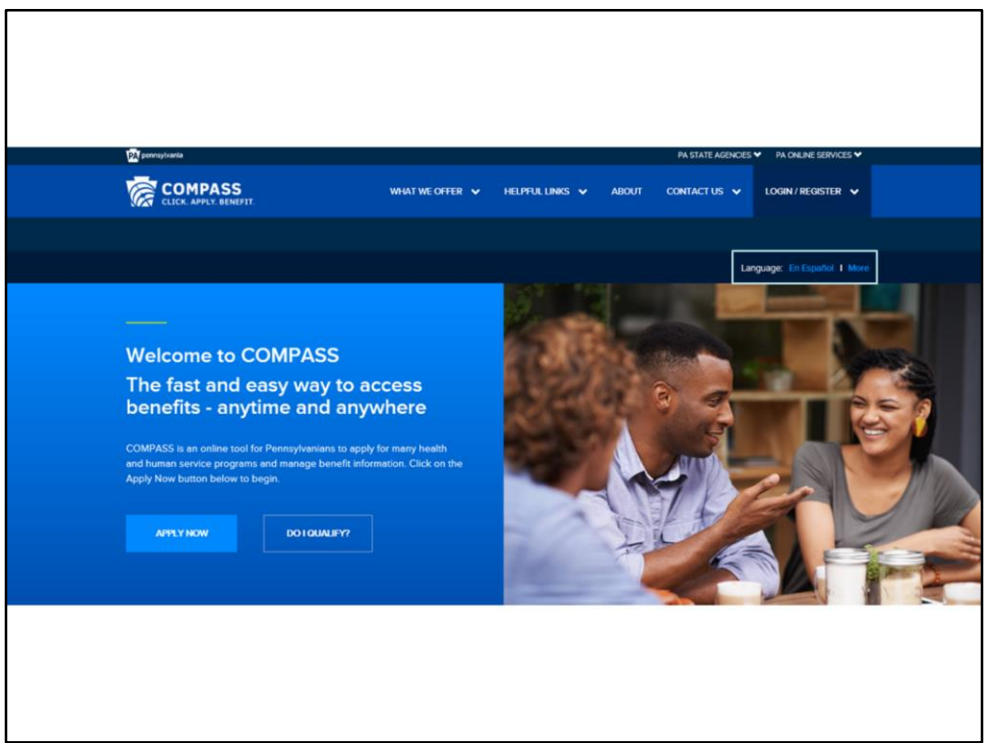
About provides general information about COMPASS and instructions for downloading the myCOMPASS PA app.



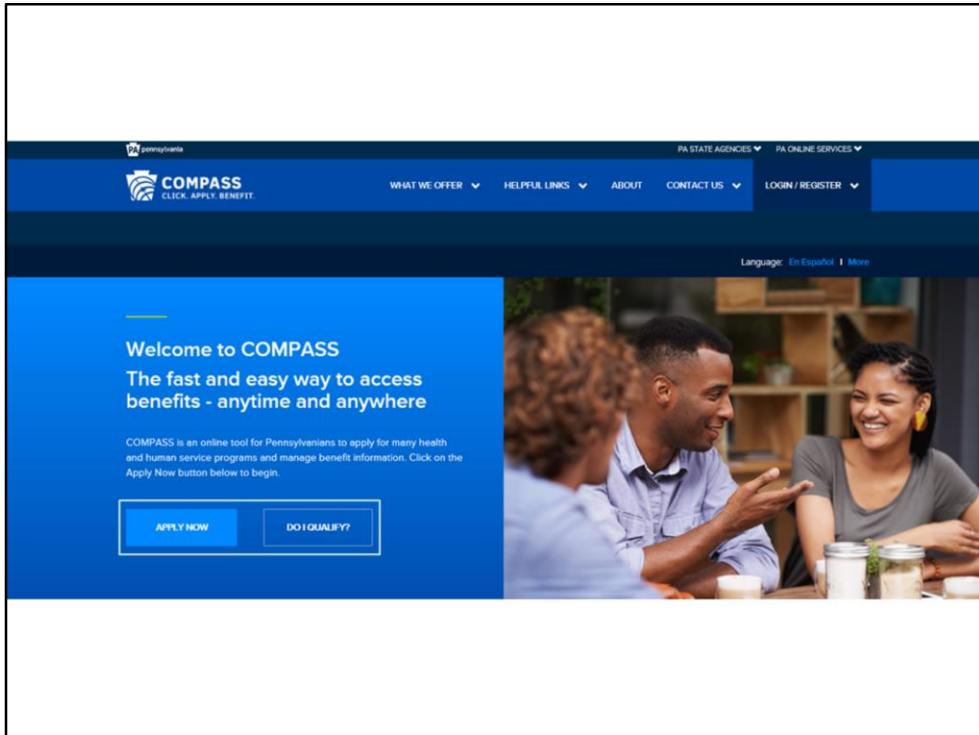
Contact Us gives you options for assistance, including the COMPASS Helpline phone number and access to request help through an online form.



Login/Register allows you to register for a new account or log in to your existing account.

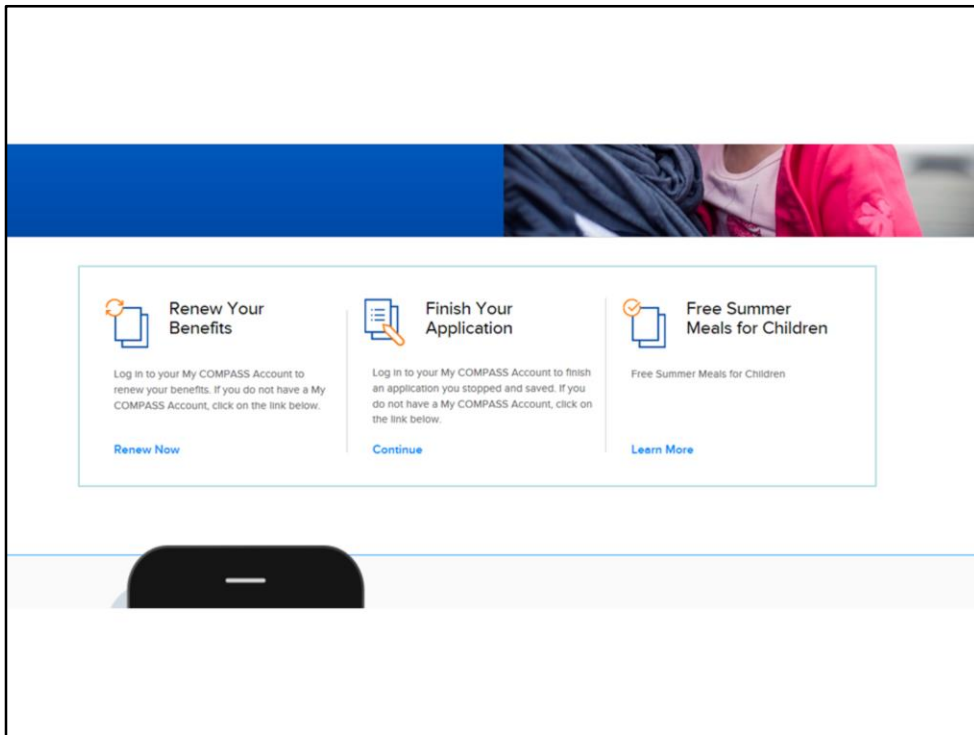


You can view this page in Spanish or access assistance with other languages.

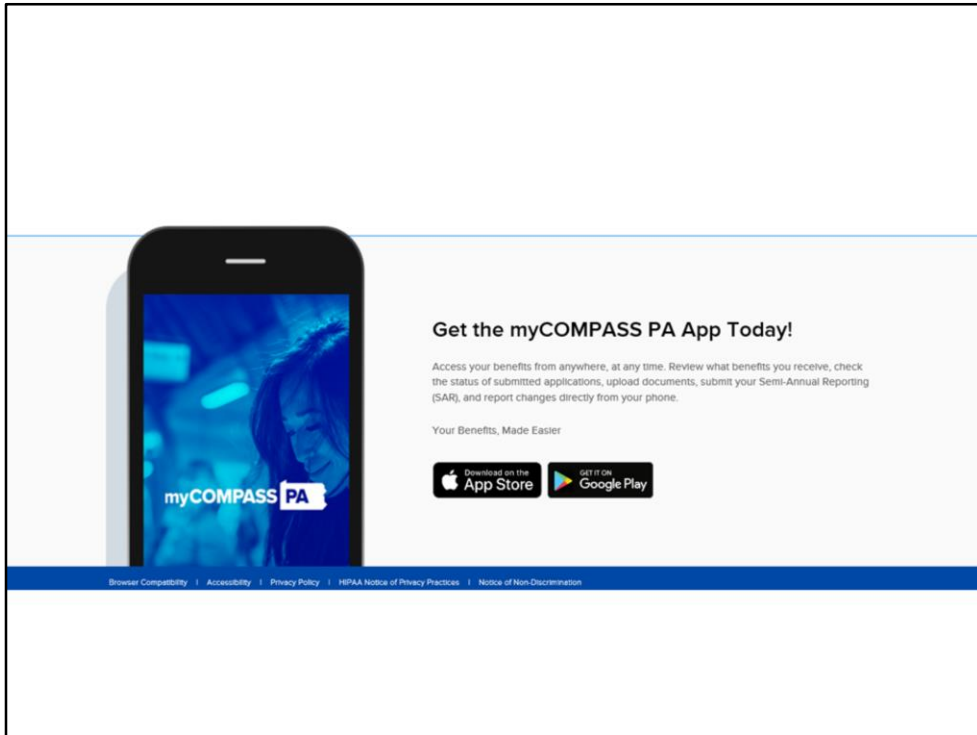


You can Apply for new benefits, or you can check to see if you may qualify for benefits before applying.

Let's scroll down to see what else is on the COMPASS homepage.

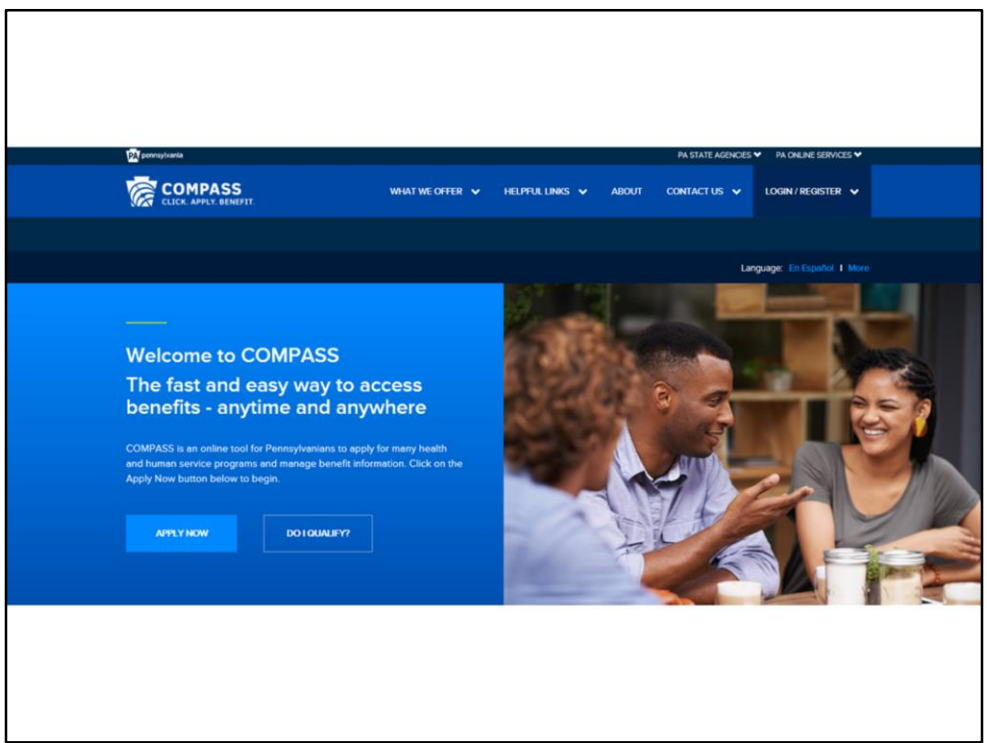


Here individuals and families may choose to renew benefits if they already have DHS benefits, finish an application that they have already started, or during LIHEAP season, apply for LIHEAP benefits. During the summer season, they may click the link to learn more about the Summer Food Service Program.



The image is a promotional banner for the myCOMPASS PA app. On the left, a smartphone displays the app's interface, which features a blue background with a woman's face and the text "myCOMPASS PA". To the right of the phone, the text reads "Get the myCOMPASS PA App Today!". Below this, a paragraph states: "Access your benefits from anywhere, at any time. Review what benefits you receive, check the status of submitted applications, upload documents, submit your Semi-Annual Reporting (SAR), and report changes directly from your phone." Underneath, it says "Your Benefits, Made Easier". At the bottom of this section are two buttons: "Download on the App Store" and "GET IT ON Google Play". A blue horizontal bar at the bottom of the banner contains the following links: "Browser Compatibility | Accessibility | Privacy Policy | HIPAA Notice of Privacy Practices | Notice of Non-Discrimination".

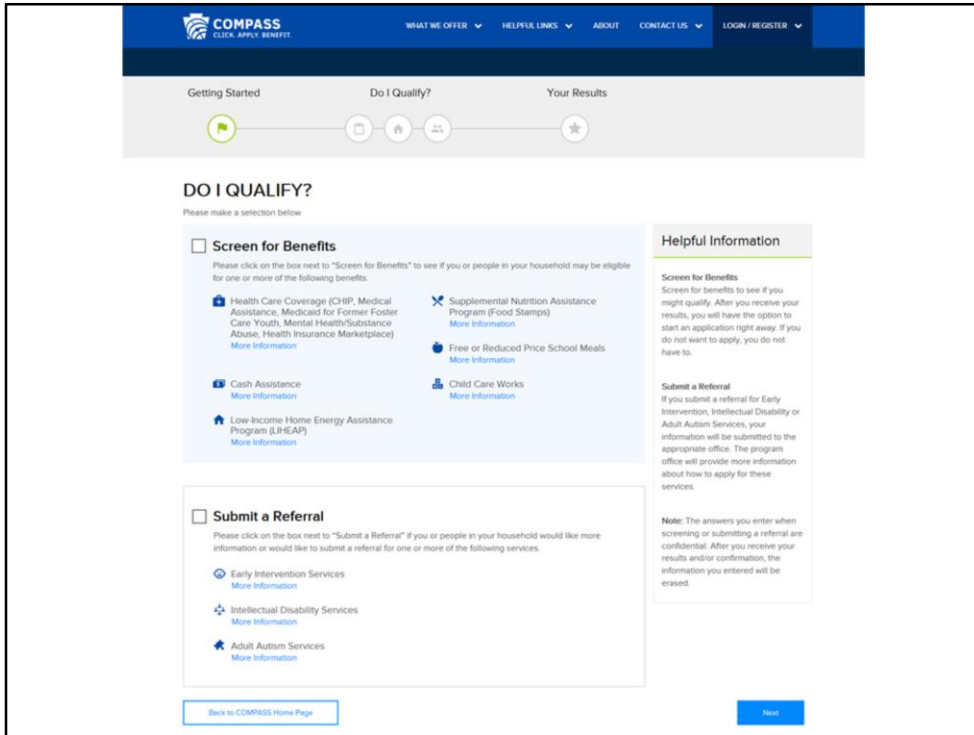
And at the bottom of the page, there's information about the myCOMPASS PA app.



Now we'll take a closer look at some of things you can do with COMPASS.

The screenshot shows a menu interface for the COMPASS tutorial. At the top left, there is a dark blue header with the word "Menu" in white. To the right of the header is the Pennsylvania Department of Human Services logo, which includes a stylized blue and white icon of a person and the text "pennsylvania DEPARTMENT OF HUMAN SERVICES". Below the header, there are six menu items arranged in a 3x2 grid. Each item consists of a green icon and a text label. The items are: 1. "What is COMPASS" with a compass icon. 2. "Where and How to Access COMPASS" with an icon of two computer monitors. 3. "Closer Look at Do I Qualify" with a question mark icon. 4. "Closer Look at Creating an Account" with a compass and a wrench icon. 5. "Closer Look at Application/Renewal" with a document and pencil icon. 6. "Closer Look at My COMPASS Account" with a computer monitor icon and a compass icon. At the bottom of the menu area, there is a dark blue horizontal bar with a small light blue segment on the right side.

Select the next topic you want to explore.









Now let's look at the Do I Qualify function.

DO I QUALIFY?

Please make a selection below




Screen for Benefits

Please click on the box next to "Screen for Benefits" to see if you or people in your household may be eligible for one or more of the following benefits.

 Health Care Coverage (CHIP, Medical Assistance, Medicaid for Former Foster Care Youth, Mental Health/Substance Abuse, Health Insurance Marketplace) More Information	 Supplemental Nutrition Assistance Program (Food Stamps) More Information
 Cash Assistance More Information	 Free or Reduced Price School Meals More Information
 Low-Income Home Energy Assistance Program (LIHEAP) More Information	 Child Care Works More Information

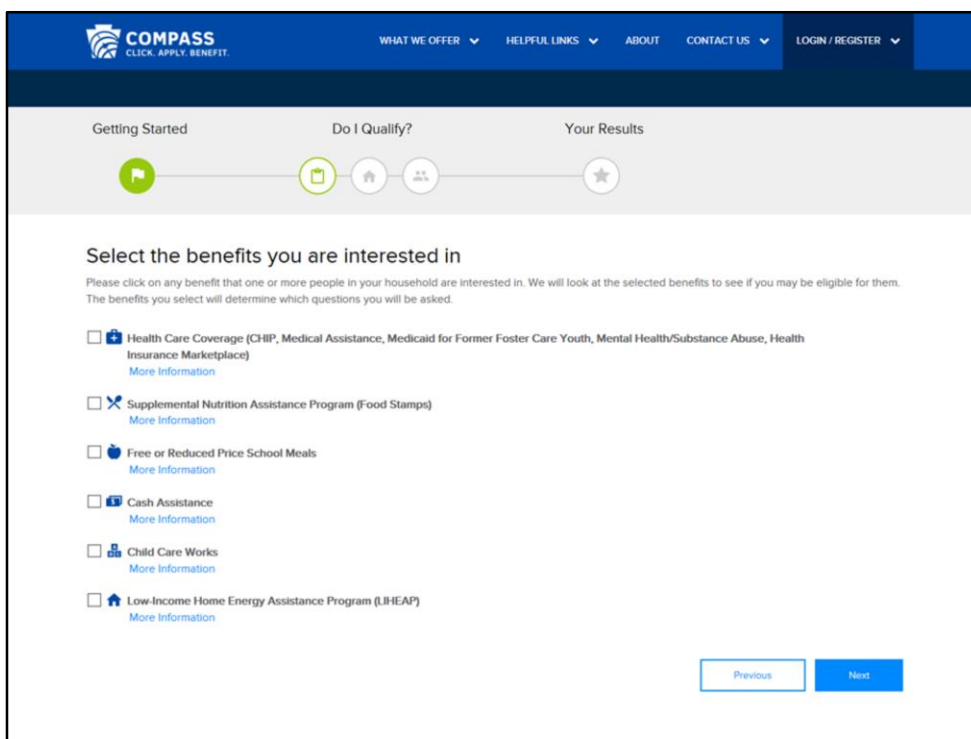
Submit a Referral

Please click on the box next to "Submit a Referral" if you or people in your household would like more information or would like to submit a referral for one or more of the following services.

-  Early Intervention Services
[More Information](#)
-  Intellectual Disability Services
[More Information](#)
-  Adult Autism Services
[More Information](#)

Screening for benefits allows you to see if you might qualify before applying.

Submit a Referral allows you to request screening information for other services.



Based on your answers to a brief set of questions, you'll receive information about the benefits that you are interested in and potentially qualify for.

Start by selecting the benefits you are interested in.

The screenshot shows the COMPASS application interface. At the top, there is a navigation bar with the COMPASS logo and the tagline 'CLICK. APPLY. BENEFIT'. The main navigation includes 'WHAT WE OFFER', 'HELPFUL LINKS', 'ABOUT', 'CONTACT US', and 'LOGIN / REGISTER'. Below this is a progress indicator with three steps: 'Getting Started', 'Do I Qualify?' (the current step), and 'Your Results'. The 'Do I Qualify?' step is highlighted with a green circle and a house icon.

The 'Household' section is titled 'Household' and contains the following elements:

- A sub-header 'Household' with a house icon.
- A prompt: 'Please provide the details about the Head of Household first.'
- Input fields for 'Name', 'Age', and 'Sex' (Male/Female). A 'Remove' button is located to the right of the Sex field.
- An 'ADD ANOTHER PERSON' button with a tooltip: 'If there is anyone else in the household, please click the "Add Another Person" button.'
- A question: 'About how much is the total value of all the resources owned by the people in the household?' with a text input field and a tooltip.
- Five yes/no questions:
 - 'Does anyone in the household who is 21 or younger have a parent who does not live in the house or who has died?'
 - 'Does anyone in the household have a spouse who is not living in the house or has died?'
 - 'Has anyone in the household lost their job or had their hours reduced through no fault of their own within the past year?'
 - 'Does anyone in the household want help paying for medical bills from the last 3 months?'
 - 'Does anyone live in a medical or long term living services - nursing home and related facilities or have a physical, mental or emotional health condition that causes limitations in activities (like bathing, dressing, daily chores, etc)?'
- 'Previous' and 'Next' buttons at the bottom right.

Then answer some basic questions...

Household

Please provide the details about the Head of Household first.

Name * Age * Sex * Male Female Remove

[ADD ANOTHER PERSON](#) If there is anyone else in the household, please click the 'Add Another Person' button.

About how much is the total value of all the resources owned by the people in the household? ?
 Format: XXXXXXXX.XX

Does anyone in the household who is 21 or younger have a parent who does not live in the house or who has died?
 Yes No

Does anyone in the household have a spouse who is not living in the house or has died?
 Yes No

Has anyone in the household lost their job or had their hours reduced through no fault of their own within the past year?

Tell us some basic information about each person in your household.

About how much is the total value of all the resources owned by the people in the household? [?](#)

Format: XXXXXXXXXX

Does anyone in the household who is 21 or younger have a parent who does not live in the house or who has died?

Yes No

Does anyone in the household have a spouse who is not living in the house or has died?

Yes No

Has anyone in the household lost their job or had their hours reduced through no fault of their own within the past year?

Yes No

Does anyone in the household want help paying for medical bills from the last 3 months?

Yes No

Does anyone live in a medical or long term living services - nursing home and related facilities or have a physical, mental or emotional health condition that causes limitations in activities (like bathing, dressing, daily chores, etc.)?

Yes No

[Previous](#) [Next](#)

Enter the total value of any resources each person owns.
Resources are things like bank accounts, vehicles, and even cash
you have on hand.

Household Adam Greenberg

Adam Greenberg

Please tell us about Adam Greenberg

Does Adam Greenberg have one or more jobs?
 Yes No

What is Adam Greenberg's other monthly income? [?](#)
Format: XXXXXXXX.XX

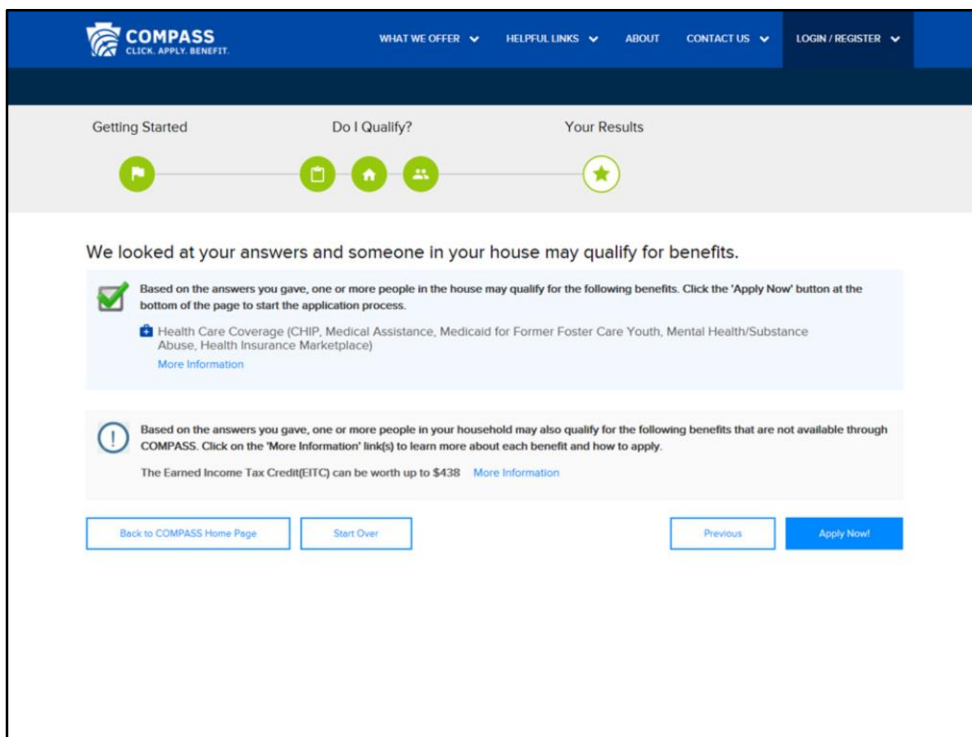
Does Adam Greenberg have a disability, medical condition, or take an ongoing medication prescribed by a doctor?
 Yes No

Is Adam Greenberg a spouse, widow(er), parent, or minor child of a United States veteran?
 Yes No

Previous Next

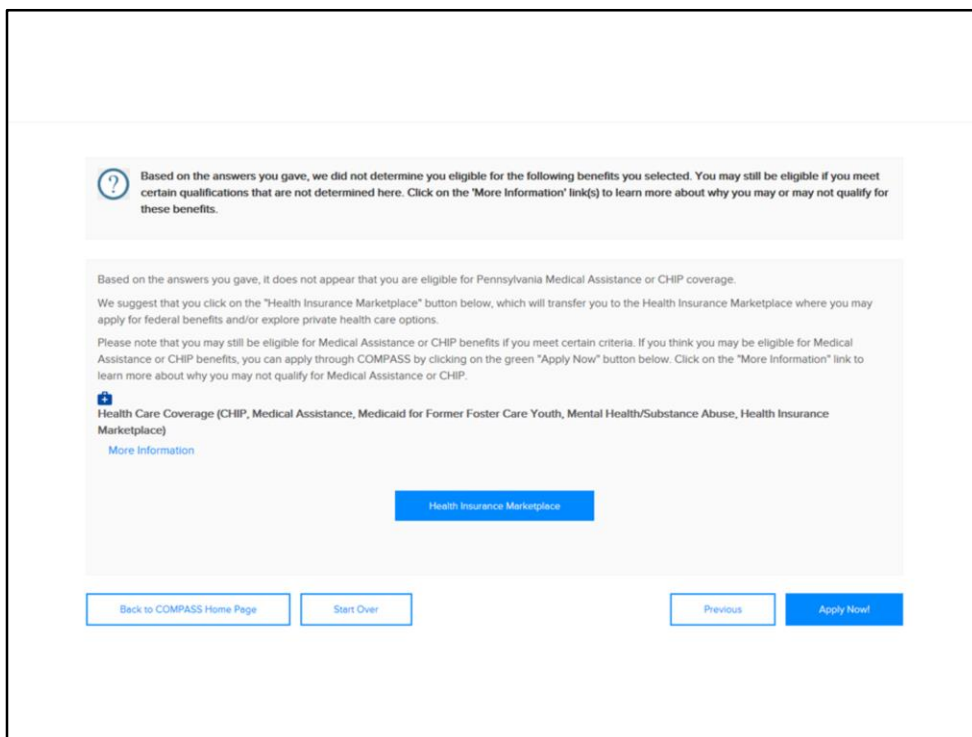
Browser Compatibility | Accessibility | Privacy Policy | HIPAA Notice of Privacy Practices | Notice of Non-Discrimination

Enter any income that people in the household have.



The system will tell you if you potentially qualify. From there, you can decide if you want to continue with an application for benefits.

The screening can also suggest other benefits that you may potentially qualify for that are not available through COMPASS, such as the Earned Income Tax Credit, as seen here.

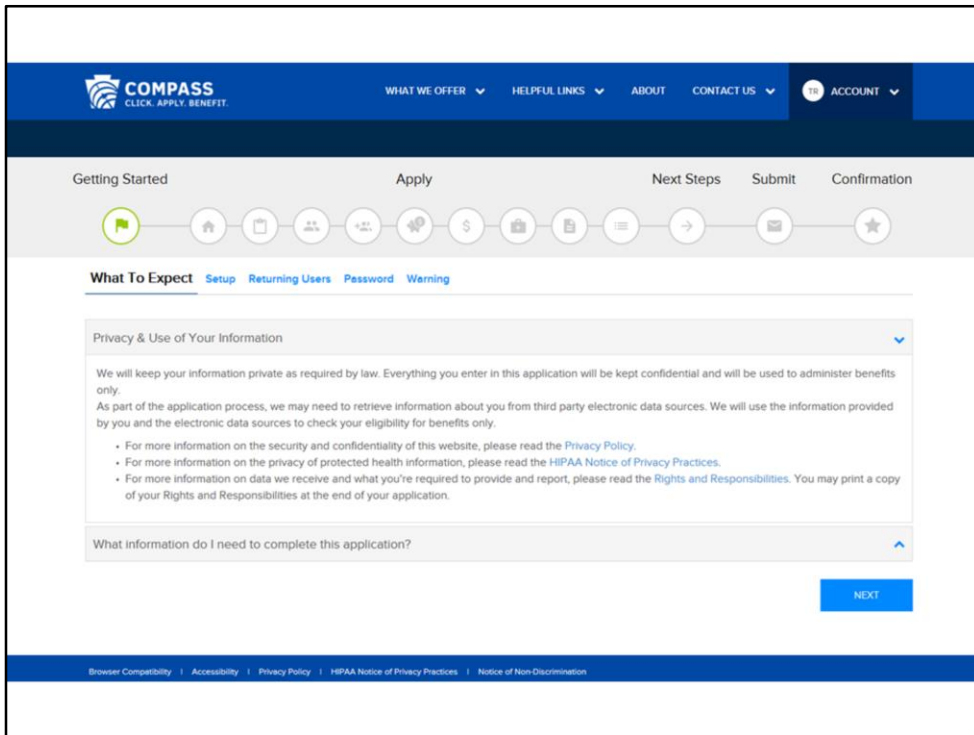


If you don't appear to qualify for Medical Assistance benefits, as in this example, you'll get a link to the Health Insurance Marketplace, to enroll for health coverage through that system.

Even if you do not appear to qualify when going through the screening, you may still apply. The basic screening doesn't capture all the information that could aid in determining you eligible, so you may still end up being eligible.

The screenshot shows a web-based menu for the COMPASS tutorial. At the top left, there is a dark blue header with the word "Menu" in white. To the right of the header is the Pennsylvania Department of Human Services logo, which includes a stylized blue and white icon of a person and the text "pennsylvania DEPARTMENT OF HUMAN SERVICES". Below the header, there are six white rectangular buttons arranged in a 3x2 grid. Each button contains a green icon and text. The buttons are: 1. "What is COMPASS" with a compass icon. 2. "Where and How to Access COMPASS" with an icon of two computer monitors. 3. "Closer Look at Do I Qualify" with a question mark icon. 4. "Closer Look at Creating an Account" with a compass and a wrench icon. 5. "Closer Look at Application/Renewal" with a document and pencil icon. 6. "Closer Look at My COMPASS Account" with a computer monitor icon and a compass icon. At the bottom of the menu area, there is a dark blue horizontal bar with a lighter blue segment on the right side.

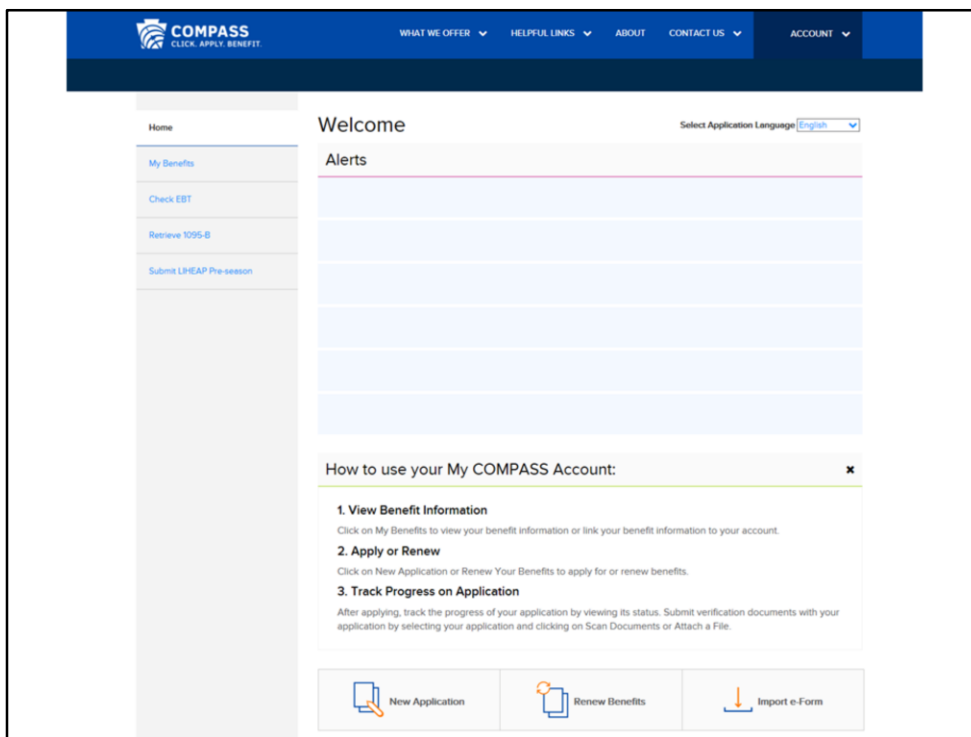
Select the next topic you want to explore.



Let's look at how you create your My COMPASS Account.

Whether you're filing a new application through COMPASS, or want to use COMPASS to maintain your existing benefits, you'll need to create a My COMPASS Account.

The system will walk you through, step by step. You'll create a username and password, identify your case number (if you have one), and complete the process to create your account.

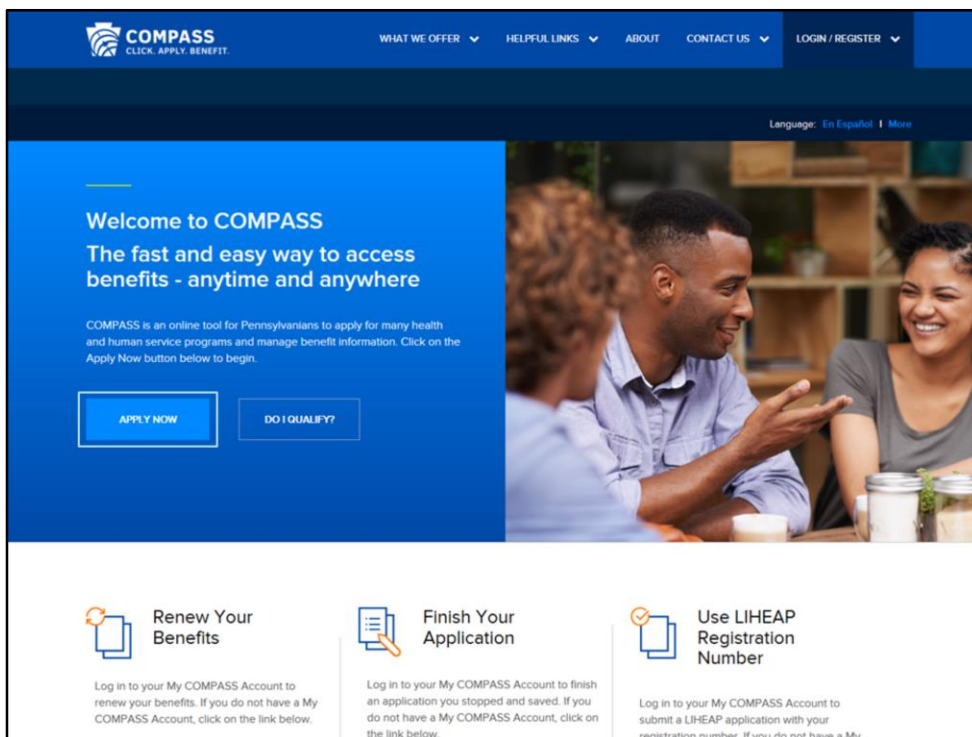


Once your My COMPASS Account is set up, you can apply for or renew benefits, use the system to import eForms to maintain your case, check your EBT balance, request the IRS 1095-B form, to verify healthcare coverage, and apply for LIHEAP using the special preseason application number, if you received a LIHEAP postcard.

From the menu screen, you can choose “Closer Look at My COMPASS Account” for an overview of how to use these functions.

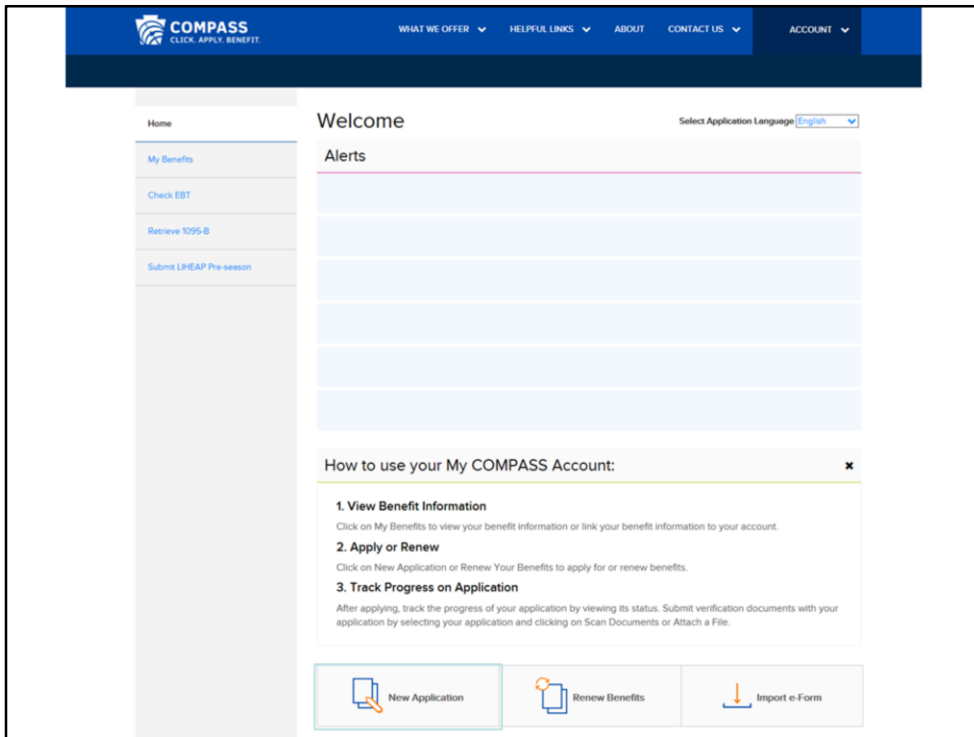
The screenshot shows a menu interface for the COMPASS tutorial. At the top left, there is a dark blue header with the word "Menu" in white. To the right of the header is the Pennsylvania Department of Human Services logo, which includes a stylized blue and white icon of a person and the text "pennsylvania DEPARTMENT OF HUMAN SERVICES". Below the header, there are six menu items arranged in a 3x2 grid. Each item consists of a green icon and a text label. The items are: 1. "What is COMPASS" with a compass icon. 2. "Where and How to Access COMPASS" with an icon of two computer monitors. 3. "Closer Look at Do I Qualify" with a question mark icon. 4. "Closer Look at Creating an Account" with a compass and a wrench icon. 5. "Closer Look at Application/Renewal" with a document and pencil icon. 6. "Closer Look at My COMPASS Account" with a computer monitor and compass icon. At the bottom of the menu area, there is a dark blue horizontal bar with a small light blue segment on the right side.

Select the next topic you want to explore.



Let's look at how to apply for or renew your benefits using COMPASS.

From the COMPASS homepage, click Apply Now.



If you have a My COMPASS account, you can log in, and select New Application.

The screenshot shows a web application interface for entering household information. At the top, there is a progress bar with steps: Getting Started, Apply, Next Steps, Submit, and Confirmation. The 'Apply' step is currently active. Below the progress bar, the form title is 'Household' and the e-Form number is 'W999999990686'. The form is for 'Adam Greenberg'. It includes fields for First Name, Last Name, Birth Date, Sex, and Marital Status. There is a 'Household' section with a dropdown menu and a 'Helpful Information' section with explanatory text. The 'Please confirm who the Head of Household is' section has a dropdown menu with 'Adam Greenberg' selected. The 'Please enter your Residential address' section includes fields for Street Address, Street Address (2), City, State, Zip, and County. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons.

You'll start out by giving information about your household.

Getting Started Apply Next Steps Submit Confirmation

e-Form # W999999990686 PRINT CANCEL

Household

Household Adam (29)

Adam Greenberg

First Name: * Adam Middle Initial:

Last Name: * Greenberg Suffix: --Please Select--

Birth Date: * 12/05/1988 Sex: * Male Female

This person does not live in the same household as applicants, but is included on the household tax return Remove

ADD ANOTHER PERSON If there is anyone else in the household, please click the 'Add Another Person' button.

Please confirm who the Head of Household is: * Adam Greenberg

Helpful Information

Please tell us about everyone that lives in the household. Be sure to include people who are temporarily away from home.

For health care applicants, we need to know about everyone on your federal income tax return. You can still apply even if you don't file a federal income tax return.

The Head of Household could be:


- The person who is applying for everyone in the household, including themselves.
- The person in charge of paying the bills.
- The person to whom mail is addressed.

List everyone who lives in the household and their birthdate. The Add Another Name Person button allows you to add more people.

The screenshot displays a web application interface for a household form. At the top, a progress bar shows five steps: 'Getting Started' (active), 'Apply', 'Next Steps', 'Submit', and 'Confirmation'. Below the progress bar, the e-Form number 'W999999990686' is displayed in a box, with 'PRINT' and 'CANCEL' buttons to its right. The main section is titled 'Household' and shows a list of household members with 'Adam Greenberg' selected. The form fields for Adam Greenberg are: First Name: Adam; Middle Initial: (empty); Last Name: Greenberg; Suffix: -Please Select-; Birth Date: 12/05/1988; Sex: Male (selected). There is a checkbox for 'This person does not live in the same household as applicants, but is included on the household tax return' and a 'Remove' button. A blue button 'ADD ANOTHER PERSON' is also present. At the bottom, a dropdown menu for 'Please confirm who the Head of Household is:' is set to 'Adam Greenberg'. A 'Helpful Information' sidebar on the right provides instructions on including all household members and lists criteria for the Head of Household.

Notice at the top of the screen is an e-Form number. You should take note of this number. It's the number that identifies your application in the system. If you need assistance from the County Assistance Office or COMPASS Helpline, you will need this number.

The screenshot displays a list of seven benefit programs, each with a checkbox, a title, a brief description, and a help icon (a question mark in a blue circle). The first program, 'Health Care Coverage', is selected with a checked checkbox. Below it, a sub-section allows for selecting the person(s) applying for the benefit, with 'Adam Greenberg (29)' selected. The other programs are unselected.

- Health Care Coverage (CHIP, Medical Assistance, Medicaid for Former Foster Care Youth, Mental Health/Substance Abuse, Health Insurance Marketplace)** ?
Includes Medical Assistance, Children's Health Insurance Program and Health Insurance marketplace.
Please choose the person(s) who are applying for this benefit.
 Adam Greenberg (29)
- Supplemental Nutrition Assistance Program (Food Stamps)** ?
If you are applying for only SNAP (Food Stamps) benefits, you only need to submit your name, address and signature to start your application. At any point in the application, you can go to the end by clicking Summary on the left hand side of the screen. **Please note: Completing as much information as possible on this application may assist the County Assistance Office in completing your application more quickly.**
- Free or Reduced Price School Meals** ?
Provides low-cost or free school lunches to eligible children
Note: Please click on the help button to see this program privacy act statement.
- Cash Assistance** ?
Series of programs that provide cash to individuals or families in need
-  **Child Care Works** ?
Provides child care financial assistance for eligible families
- Low-Income Home Energy Assistance Program (LIHEAP)** ?
Low Income Home Energy Assistance Program helps people with low incomes pay their heating bills.
- Long Term Living Services - Home and Community Based** ?
Please use this section to apply for Home and Community Based Services through the Office of Long Term Living. The Office of Long Term Living provides services to older adults and individuals with disabilities (over the age of 18), including those with Traumatic Brain Injury (TBI). These services help individuals to live independently in their home and community.

Once you complete information about the household, you'll select the benefits you want to apply for.

The screenshot displays the COMPASS e-Form interface. At the top, there is a navigation bar with several icons: a green speech bubble, a green home icon, a green document icon, a grey person icon, a grey left arrow, a grey right arrow, a grey dollar sign, a grey house icon, a grey document icon, a grey list icon, a grey right arrow, a grey envelope icon, and a grey star icon. Below the navigation bar, the e-Form number is displayed as "e-Form # W999999990686". To the right of the e-Form number are three buttons: "PRINT", "CANCEL", and "SAVE & FINISH LATER". The main content area is titled "Benefits" and shows a "Household" section for "Adam (29)". Below this, there is a instruction: "Please click on all of the benefits that one or more people in your household would like to apply for. If needed, we will ask you to tell us which person or people would like to apply for that benefit." A list of benefits is shown, with "Health Care Coverage (CHIP, Medical Assistance, Medicaid for Former Foster Care Youth, Mental Health/Substance Abuse, Health Insurance Marketplace)" selected. Below this, there is a sub-section titled "Please choose the person(s) who are applying for this benefit" with "Adam Greenberg (29)" selected.

Here, Adam Greenberg is requesting Health Care Coverage for himself.

You'll notice that as you progress through the application, the icons at the top of the screen will fill in, to show you what you've done, and what's left to complete.

Getting Started Apply Next Steps Submit Confirmation

e-Form # W999999990686 PRINT CANCEL SAVE & FINISH LATER

Individual Details

[Household](#) [Adam \(29\)](#)

Adam Greenberg (29)

[General](#) [Voter Registration](#)

Please provide some details about Adam Greenberg

What is Adam Greenberg's citizenship status? *

--Please Select--

Does Adam Greenberg have a representative, power of attorney, or additional contact person? ?

Yes No

Has Adam Greenberg applied for any benefits that they have not received yet? ?

Yes No

What is Adam Greenberg's marital status? *

--Please Select--

Providing an SSN is optional for persons not applying for health care coverage, but providing it can speed up the application process.

What is Adam Greenberg's Social Security Number?

We'll ask for details about each household member, such as citizenship, marital status, Social Security Number, and some other identifying information. In this section, you'll also have the opportunity to choose to register to vote.

The screenshot shows a web-based form interface. At the top, there is a progress bar with five stages: 'Getting Started', 'Apply', 'Next Steps', 'Submit', and 'Confirmation'. The 'Apply' stage is currently active and highlighted in green. Below the progress bar, the form ID 'e-Form # W999999990686' is displayed on the left, and three buttons ('PRINT', 'CANCEL', 'SAVE & FINISH LATER') are on the right. The main section is titled 'Income' and includes a breadcrumb trail: 'Household' > 'Adem (29)'. Underneath, there is a 'Household' header and a 'General' sub-section. The text asks the user to answer questions about the household's current and past sources of income. Two specific questions are visible: 'Current or Future Employment' and 'Other Income', both with 'Yes' and 'No' radio button options. A yellow tooltip box provides examples of 'Other Income' such as Self-Employment, Social Security Disability, and Retirement. At the bottom right, there are 'PREVIOUS' and 'NEXT' navigation buttons.

Next, we'll ask about income that anyone in the household has, and you'll tell us who has the income, and what the income is.

Getting Started Apply Next Steps Submit Confirmation

e-Form # W999999990686 PRINT CANCEL SAVE & FINISH LATER

Expenses

Household Adem (29)

Household

General

Does anyone pay legal fees to collect any income? *

Yes No

Does anyone have any tax deductible expenses they will claim on their federal tax return? Click the "Help" button for examples. *

Yes No

PREVIOUS NEXT

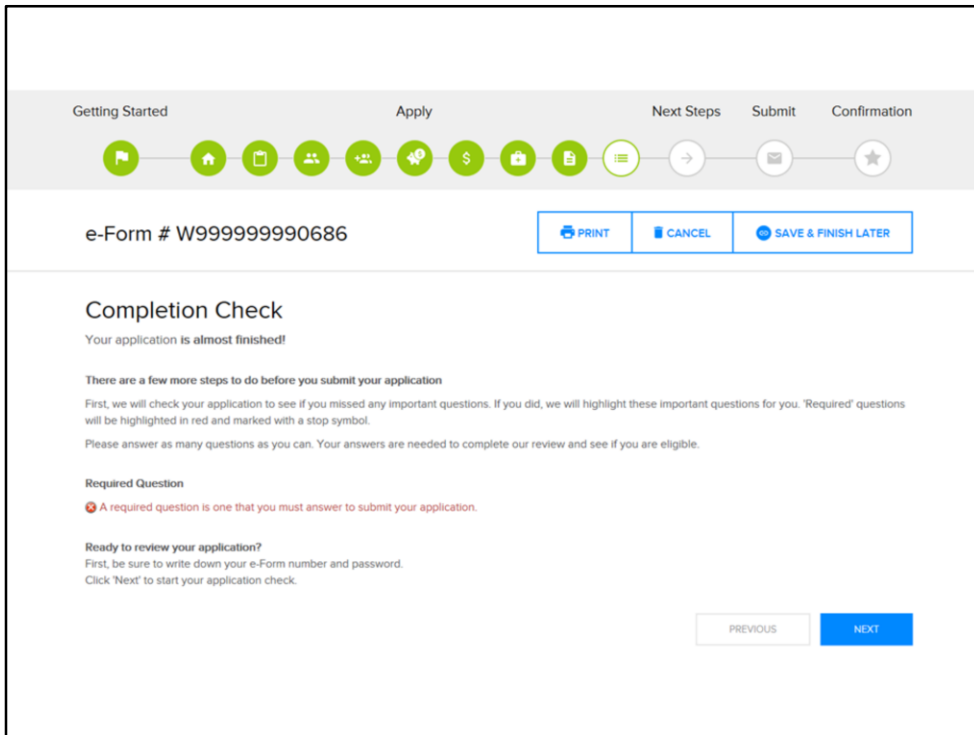
If you have any expenses you pay in order to get income, you can enter them, and if they are allowed, we will use them to help determine your eligibility.

The screenshot displays the COMPASS e-form interface. At the top, a progress bar shows five stages: 'Getting Started', 'Apply', 'Next Steps', 'Submit', and 'Confirmation'. The 'Apply' stage is currently active, indicated by a green circle. Below the progress bar, the e-Form # W999999990686 is displayed. To the right of the e-Form # are three buttons: 'PRINT', 'CANCEL', and 'SAVE & FINISH LATER'. The main content area is titled 'Insurance' and shows a 'Household' section. Underneath, there are two tabs: 'General' and 'Employer Insurance'. The 'Employer Insurance' tab is selected. A question is posed: 'Is anyone who is applying offered health insurance from a job? Select Yes even if it is from someone else's job, such as a parent or spouse.' Below the question are two radio buttons: 'Yes' and 'No'. At the bottom right of the form, there are two buttons: 'PREVIOUS' and 'NEXT'.

If anyone has any kind of insurance already, we'll need to know, and you'll enter details about it.

The screenshot displays the COMPASS application interface. At the top, a progress bar shows five stages: 'Getting Started', 'Apply', 'Next Steps', 'Submit', and 'Confirmation'. The 'Apply' stage is currently active, indicated by a green circle. Below the progress bar, the e-Form number 'W999999990686' is displayed. To the right of the e-Form number are three buttons: 'PRINT', 'CANCEL', and 'SAVE & FINISH LATER'. The main content area is titled 'Resources' and includes a sub-section for 'Household' with a user profile 'Adam (29)'. Below this, there is a 'General' section. At the bottom right of the form, there are 'PREVIOUS' and 'NEXT' navigation buttons.

If you or anyone in your household has any resources, we'll need to know, and have you provide information about them. Resources are things like cash on hand, bank accounts, retirement plans, or vehicles, to name a few.



Once you have entered all your information, the system will perform a completion check. This means that if any required information is missing, you will be taken back to that screen to complete it before submitting your application.

Getting Started Apply Next Steps Submit Confirmation

e-Form # W999999990686 PRINT CANCEL SAVE & FINISH LATER

Routing & Provider Information [MA for Workers with Disabilities](#) [Area Agency on Aging](#) [Managed Care Organization](#) [Additional Information](#) [Aba](#)

You are not quite finished! To complete this application, review all information shown below, click on Next at the bottom of the screen, and go through all of the remaining screens in the application.

Department of Human Services

The information on this application will be sent to the Department of Human Services County Assistance Office for processing.

Please click here to view a map and directions to your County Assistance Office.

Eligibility for the following program(s) will be evaluated.

- Health Care Coverage (CHIP, Medical Assistance, Medicaid for Former Foster Care Youth, Mental Health/Substance Abuse, Health Insurance Marketplace) [Learn More](#)
- Supplemental Nutrition Assistance Program (Food Stamps) [Learn More](#)

Based on the information you have given us, this application will be submitted for Medical Assistance coverage.

COMPASS automatically sends your application to the program(s) for which the applicant is most likely to be found eligible. If someone in the household does not qualify for Medical Assistance, they may be able to receive CHIP, or be eligible for federal benefits and/or explore private health care options through the Health Insurance Marketplace. In cases where it looks like someone may be eligible for a different health care program, the information in this application will be transferred to the program for which the applicant is most likely to be found eligible.

Health care coverage may include:

- Dental care
- Eye care and eyeglasses
- Hospitalization
- Checkups
- Immunizations
- Sick Visits and Prescription Drugs
- Vision Testing and Eyeglasses
- Emergency room Care
- Lab Tests and X-rays
- Hearing Testing and Hearing aids
- Mental Health and substance Abuse treatment

Print This Page

RETURN TO SUMMARY PREVIOUS NEXT



Before your completed application is submitted, you'll walk through a couple more steps, depending on the benefits you've requested.

Department of Human Services

The information on this application will be sent to the Department of Human Services County Assistance Office for processing.

[Please click here to view a map and directions to your County Assistance Office.](#)

Eligibility for the following program(s) will be evaluated.

-  **Health Care Coverage (CHIP, Medical Assistance, Medicaid for Former Foster Care Youth, Mental Health/Substance Abuse, Health Insurance Marketplace)** [Learn More](#)
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Health care coverage may include:

- Dental care
- Eye care and eyeglasses
- Hospitalization

We'll inform you of the County Assistance Office where your application is being submitted for processing, and provide you with some basic information about your benefits and other options that may be available, depending on your circumstances.

Getting Started Apply Next Steps Submit Confirmation

e-Form # W9999999990686 PRINT CANCEL SAVE & FINISH LATER

Signature Options [Rights & Responsibilities](#) [Identity Verification](#) [Certification / Authorization](#) [Submit](#) [Confirmation](#)

You are not quite finished! To complete this application, review all information shown below, click on Next at the bottom of the screen, and go through all of the remaining screens in the application.

IMPORTANT: If your household is eligible for SNAP/ILHEAP, you may receive a Fast Track consent form in the mail that could allow you and your household members to be automatically enrolled in Medical Assistance

Would you like to e-Sign for these programs? (An e-signature is the same thing as signing your name with a pen at the bottom of a paper form.)

- Supplemental Nutrition Assistance Program (Food Stamps) [Learn More](#)
- Health Care Coverage (CHIP, Medical Assistance, Medicaid for Former Foster Care Youth, Mental Health/Substance Abuse, Health Insurance Marketplace) [Learn More](#)

Yes I would like to e-Sign
No eligible eSigner is available. Please print and return the signature page.

No, I DO NOT want to e-Sign my application.
If you select this option, you will have to print, sign, and mail the signature page. If you are unable to print the page, one will be mailed to you.

Please note: You must be an adult and have a social security number to e-Sign.

RETURN TO SUMMARY PREVIOUS NEXT

Now it's time to sign your application.

IMPORTANT: If your household is eligible for SNAP/LIHEAP, you may receive a Fast Track consent form in the mail that could allow you and your household members to be automatically enrolled in Medical Assistance

Would you like to e-Sign for these programs? (An e-signature is the same thing as signing your name with a pen at the bottom of a paper form.)

- Supplemental Nutrition Assistance Program (Food Stamps) [Learn More](#)
- Health Care Coverage (CHIP, Medical Assistance, Medicaid for Former Foster Care Youth, Mental Health/Substance Abuse, Health Insurance Marketplace) [Learn More](#)

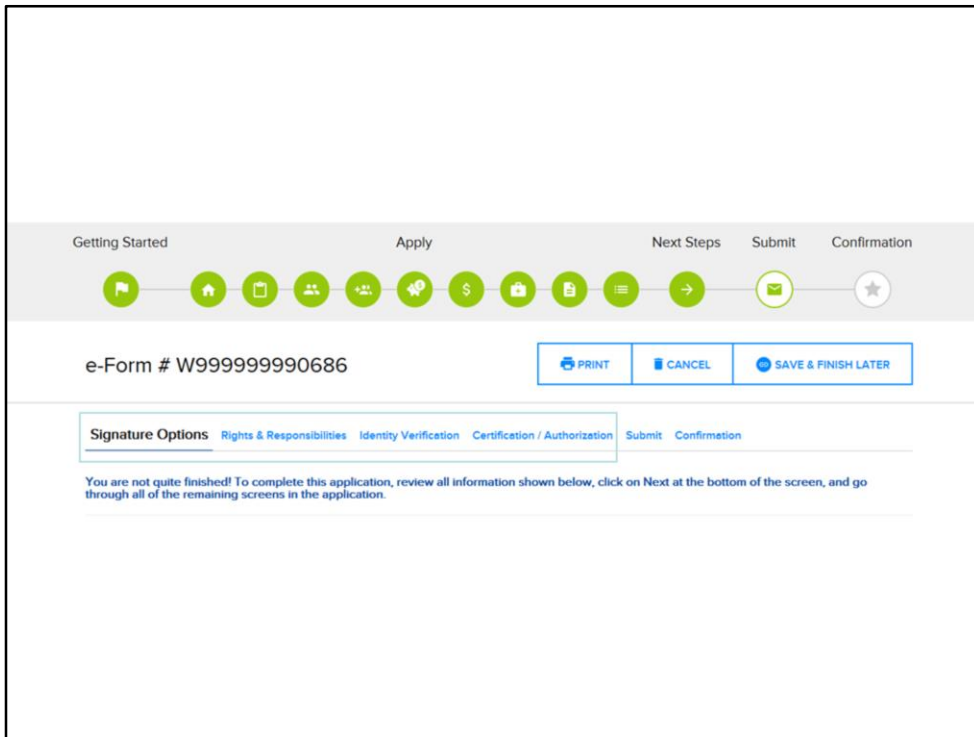
Yes I would like to e-Sign
No eligible eSigner is available. Please print and return the signature page.

No, I DO NOT want to e-Sign my application.
If you select this option, you will have to print, sign, and mail the signature page. If you are unable to print the page, one will be mailed to you.

Please note: You must be an adult and have a social security number to e-Sign.

[RETURN TO SUMMARY](#) [PREVIOUS](#) [NEXT](#)

You have the option of e-Signing or printing a paper copy of the signature page and mailing it in.



After providing a signature, you'll review your Rights and Responsibilities as a recipient of DHS services, verify your identity, and certify that your statements are true and accurate.

The screenshot shows a web-based application interface. At the top, there is a progress bar with five stages: 'Getting Started', 'Apply', 'Next Steps', 'Submit', and 'Confirmation'. The 'Submit' stage is currently active and highlighted. Below the progress bar, the e-form number 'W999999990686' is displayed. To the right of the number are three buttons: 'PRINT', 'CANCEL', and 'SAVE & FINISH LATER'. Below this, there is a navigation menu with links for 'Signature Options', 'Rights & Responsibilities', 'Identity Verification', 'Certification / Authorization', 'Submit', and 'Confirmation'. The 'Submit' link is underlined. A warning message states: 'You are not quite finished! To complete this application, you must click on Submit at the bottom of the screen.' Below this, there is explanatory text: 'You have entered all of your information. If you want to make any changes, please make them now. To complete the process, you may need to return the verification documents listed on the following pages. The e-Form Signature page will automatically be signed for you. The electronic signature indicates that you understand your rights and responsibilities.' There are two sections of radio button options. The first section is titled 'Please pick the document you would like to print:' and has three options: 'I want to view and/or print the whole e-Form for my own records. I also want to view the signature page or print it so I can mail it to appropriate agency.' (selected), 'I want to view and/or print the signature page.', and 'I do not have a printer. Please mail the signature page to the household.' The second section is titled 'Please indicate which language you would like to view and/or print this document in:' and has two options: 'English' (selected) and 'Spanish'. At the bottom of the page, there are three buttons: 'RETURN TO SUMMARY', 'PREVIOUS', and 'SUBMIT'.

Now it's time to submit your application.

You are not quite finished! To complete this application, you must click on Submit at the bottom of the screen.

You have entered all of your information. If you want to make any changes, please make them now.

To complete the process, you may need to return the verification documents listed on the following pages. The e-Form Signature page will automatically be signed for you. The electronic signature indicates that you understand your rights and responsibilities.

Please pick the document you would like to print:

- I want to view and/or print the whole e-Form for my own records. I also want to view the signature page or print it so I can mail it to appropriate agency.
- I want to view and/or print the signature page.
- I do not have a printer. Please mail the signature page to the household.

Please indicate which language you would like to view and/or print this document in:

- English
- Spanish

[RETURN TO SUMMARY](#) [PREVIOUS](#) [SUBMIT](#)

You can choose to view and/or print a copy of the application and/or signature page, and whether you'd like the documents in English or Spanish.

Getting Started Apply Next Steps Submit Confirmation

e-Form # W999999990686

[Signature Options](#) [Rights & Responsibilities](#) [Identity Verification](#) [Certification / Authorization](#) [Submit](#) **Confirmation**

You have completed this application and your information has been sent to the department(s) mentioned below for review.

[View Summary](#) To review the summary of the application you submitted, click on the View Summary button.

[View Required Items](#) To review the verification documents we need from you in order to finish processing your application, click on the View Required Items button. Submit these documents as soon as possible, but no later than May 10, 2018. Please write the e-Form number and the name of the Head of Household on all mailed or faxed documents.

[Attach a file](#) To submit verification documents electronically, click on the "Attach a File" or "Scan Documents" button. Note: Documents are unable to be received through this option for the following programs: CHIP, Free or Reduced Price School Meals, and Child Care Works; please mail or fax verification documents for these programs.

[Scan Documents](#) Submit verification documents as soon as possible, but no later than May 10, 2018.

Your information has been sent to the department(s) mentioned below for review:

Department of Human Services
Northampton County Assistance Office
201 Larry Holmes Drive
P.O. Box 10
Easton, PA 18044-0010
Info Number: 610-250-1700
Fax Number: 610-250-1799
Email: C-NTMPTN@PA.GOV

Once you click the Submit button, you'll get a confirmation that your application has been sent to the County Assistance Office indicated on the screen. You'll have the option to view a summary of the application, as well as view items required for the office to process it. If you choose to send that information electronically, you have that option as well. You can use the Attach a File and Scan Documents functions to do this. Each of these options has directions on the screens for you to follow.

Account Information

The username you created or logged in with is your My COMPASS Account. Please be sure to write down your username and password so you can access your information in the future. Click My COMPASS Account to log in and view your recently submitted application, scan and submit verification documents, check your application status, and manage your account online. You may also log into your account any time from the 'My COMPASS Account' link located on the COMPASS homepage.

[My COMPASS Account](#)

JobGateway - Important Information

JobGateway is an initiative of the Pennsylvania Department of Labor and Industry to connect Pennsylvania job seekers and potential employers, in support of the Department's mission to improve the quality of life and economic security for Pennsylvania workers and businesses. The Labor and Industry staff is knowledgeable about current labor market conditions, and can provide you with information and resources to meet your job search needs.

All clients may utilize JobGateway. Please note that if you are applying for TANF (Temporary Assistance for Needy Families) Cash benefits and you are 18 or older you are required to apply for at least three jobs per week while the application is pending, unless:

- You are already working 20 hours per week, or
- You have verified you are exempt from work requirements, or
- You have established good cause to not meet work requirements.

Your Caseworker will provide details of how to verify compliance with the job search requirements, but it is strongly recommended that you register with JobGateway to get started. You can find them at: www.jobgateway.pa.gov

Voter Registration Information

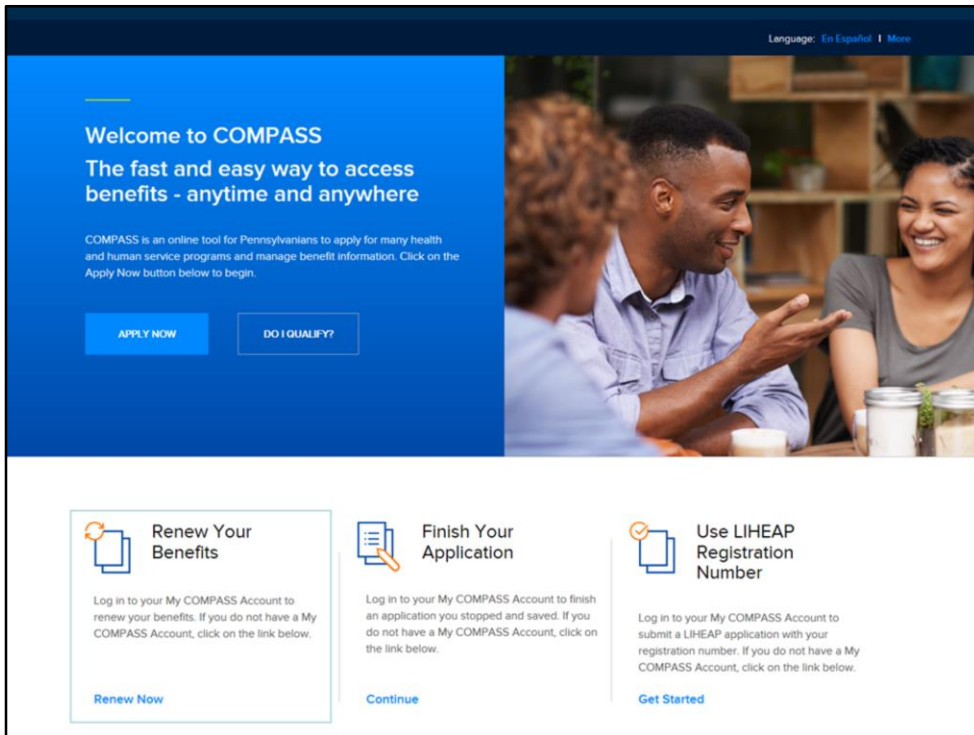
The Pennsylvania Department of State's online application makes registering to vote easier than ever before. To register to vote online, or to get more information on voter registration, go to www.votespa.com

Thank you for your interest in Pennsylvania's Health and Human Service programs.

[Back to COMPASS Home Page](#) [LOGOUT](#)

If you are finished with your application, please close your browser window.

Once you're done, you can return to your My COMPASS Account, the COMPASS homepage, or log out of the system.



To renew your benefits, you can select the Renew Your Benefits link on the COMPASS homepage.

Renew Your Benefits

You may only renew benefits for one Department at a time. Please select the benefit(s) you would like to renew.

- Department of Human Services Benefit(s): Medical Assistance, Supplemental Nutrition Assistance Program (Food Stamps) Benefits, Cash Assistance, Home and Community Based Services Waiver, or Long Term Living Services - Nursing Home and Related Facilities
- Department of Human Services Benefit: Children's Health Insurance Program (CHIP)
- Department of Human Services Benefit: Child Care Works Subsidized Child Care Redetermination
- Apply for LIHEAP (Using your COMPASS Registration Number).

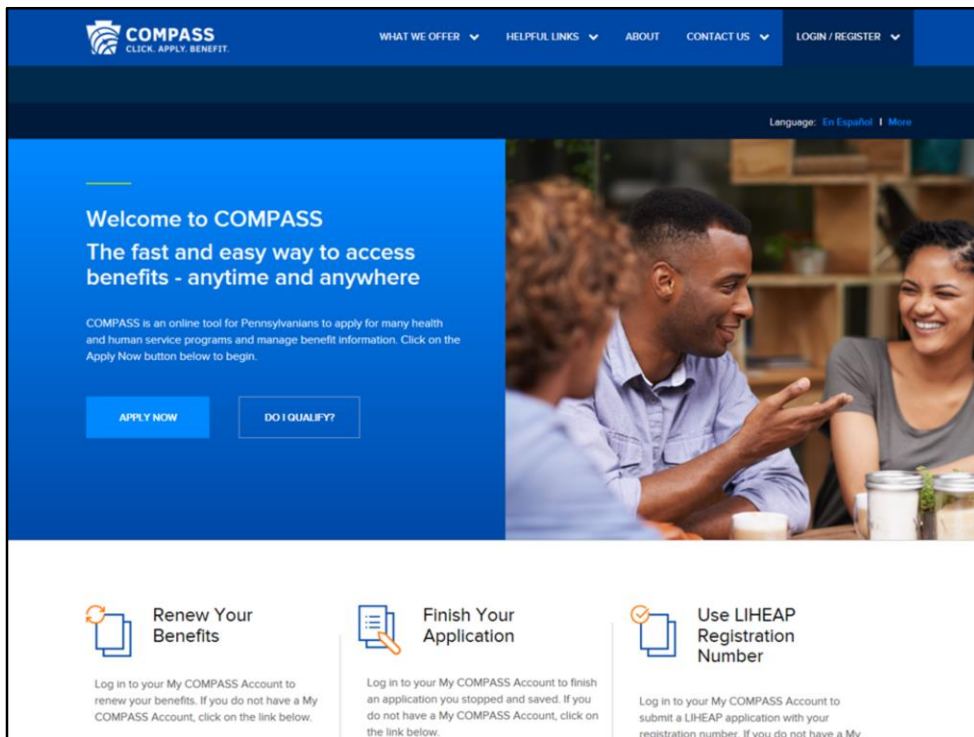
[Back to My COMPASS Account](#) [Sign In](#)

Choose the benefits you want to renew (for most DHS benefits, this will be the first radio button) and click sign in.

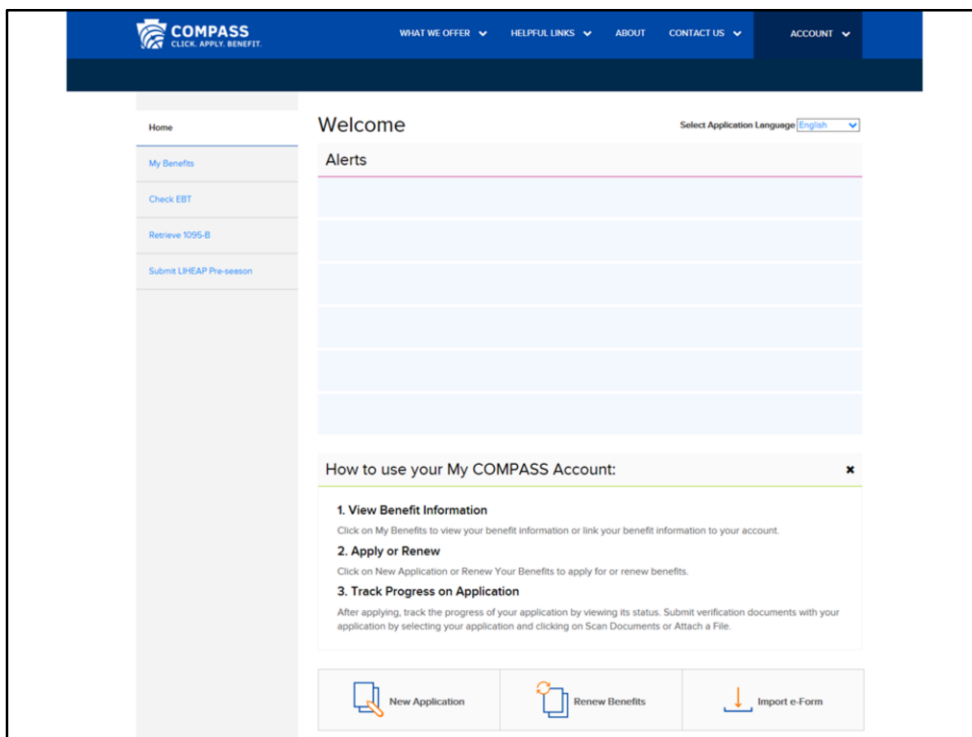
After you log into your My COMPASS Account, you will follow the same flow of screens as an application, but much of the information will already be completed, and you'll just need to make any updates that are needed. Then you can review and submit your renewal, the same way as you did for an application.

The screenshot shows a menu interface for the COMPASS tutorial. At the top left, there is a dark blue header with the word "Menu" in white. To the right of the header is the Pennsylvania Department of Human Services logo, which includes a stylized blue and white icon of a person and the text "pennsylvania DEPARTMENT OF HUMAN SERVICES". Below the header, there are six menu items arranged in a 3x2 grid. Each item consists of a green icon and a text label. The items are: 1. "What is COMPASS" with a compass icon. 2. "Where and How to Access COMPASS" with an icon of two computer monitors. 3. "Closer Look at Do I Qualify" with a question mark icon. 4. "Closer Look at Creating an Account" with a compass and a wrench icon. 5. "Closer Look at Application/Renewal" with a document and pencil icon. 6. "Closer Look at My COMPASS Account" with a computer monitor and compass icon. At the bottom of the menu area, there is a dark blue horizontal bar with a small light blue segment on the right side.

Select the next topic you want to explore.

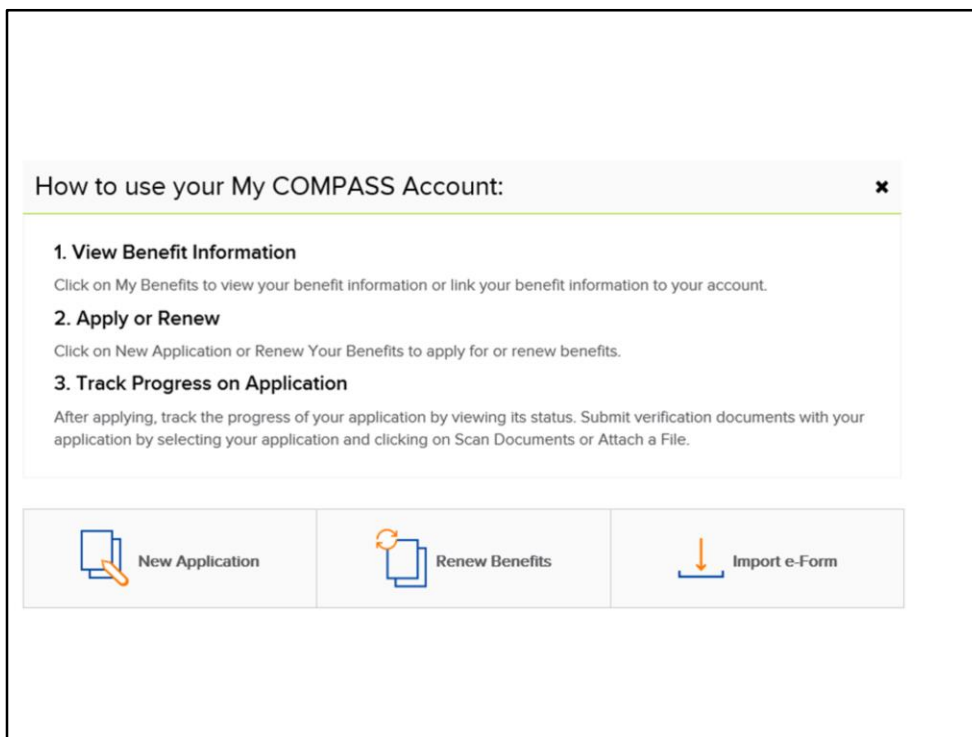


Finally, we'll look at how you can use the My COMPASS Account. To access your account, just click the Login/Register dropdown, and enter your username and password.



The My COMPASS Account home screen allows you to manage your case and benefits online, quickly and easily.

The Alerts section provides you with any important information from the Department of Human Services. It may include things like pending documents that are due, case renewal information, or other information DHS may send.



The bottom section of the screen shows you some ways to use My COMPASS Account, and gives you links to submit a new application for benefits, renew your benefits, or submit an e-Form.

The screenshot shows a web application interface for "My Benefits". On the left is a vertical navigation menu with options: Home, My Benefits (selected), New Application, Renew Benefits, Import e-Firm, Check EBT, Renew 1095-B, and Submit LEAP Pre-season. The main content area is titled "Benefits" and includes an introductory paragraph. Below this is a form with two radio buttons: "County" (selected) and "Case Record". The "County" field is a dropdown menu with "--Please Select--" and a blue arrow. The "Case Record" field is a text input with a placeholder "(Example: 51 - Philadelphia 3456789)". Below these is another radio button for "UFI #". A second set of radio buttons is for "MCI # / Medicaid ID / EBT Card #", with a text input field and a "Click image for larger shares" link. Below that is a radio button for "SSN" with a text input field and a help icon. A section titled "Please let us know if you would like to receive online notices." contains a sub-section "Go Paperless! Would you like to receive your notices online?" with "Yes" and "No" radio buttons. Below this is a list of benefits: "Get easy access to your notices online", "Improve your record keeping", and "Help the environment". A "Please Note" paragraph follows. The "Terms and Conditions" section lists topics: "Information We Collect", "Access and Disclosure", "Security", "Information Disclaimer", and "Penalty for Misuse". A "Click to read all terms" link is provided. At the bottom, there is a radio button for "I have read, fully understand and agree to the 'My COMPASS Account' Terms and Conditions." and a blue "View Benefits" button.

My Benefits allows the head of household on a case to view benefit information, report changes, and receive online notices.

To manage your benefits online, enter the information to identify your case...

Home

My Benefits

- New Application
- Renew Benefits
- Import e-Form
- Check EBT
- Retrieve 1095-B
- Submit LIHEAP Pre-season

Benefits

If you are the Head of Household on a Medical Assistance, Cash, SNAP, or CHIP case, you may be able to view your benefit information, report changes, and receive online notices. To view this information online, please agree to the My COMPASS Account terms and conditions and verify your case information below.


Please enter your County/Case Record number or your UFI number. Do not enter both numbers.


County:

Case Record:
(Example: 51 - Philadelphia / 3456789)

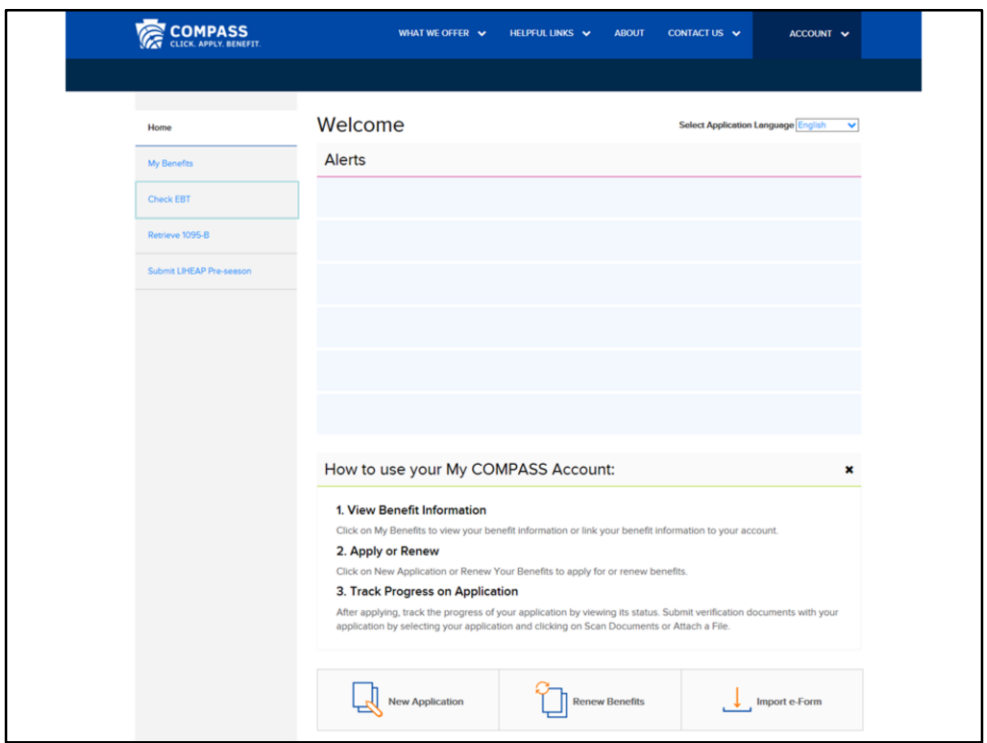
UFI #:

Please enter your Head of the Household MCI number or Medicaid ID or EBT Card number for this field, or Head of the Household SSN number. If using MCI #, please enter all 9 numbers. If using Medicaid ID or EBT Card #, please enter all 10 numbers.

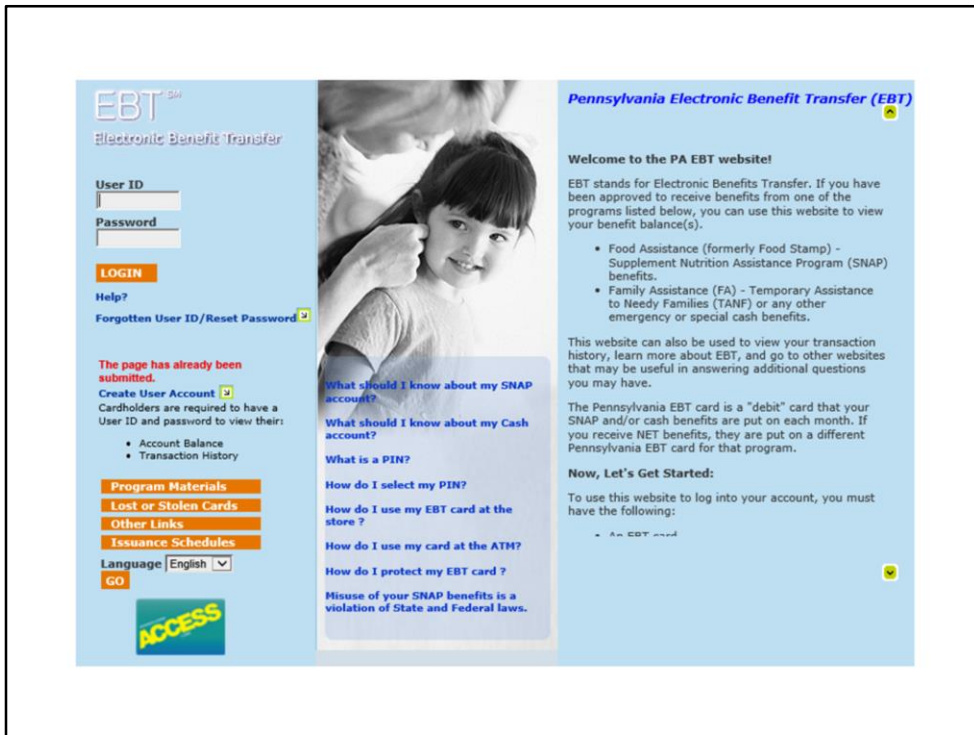
MCI # / Medicaid ID / EBT Card #: 
(Click image for larger display)

SSN: 

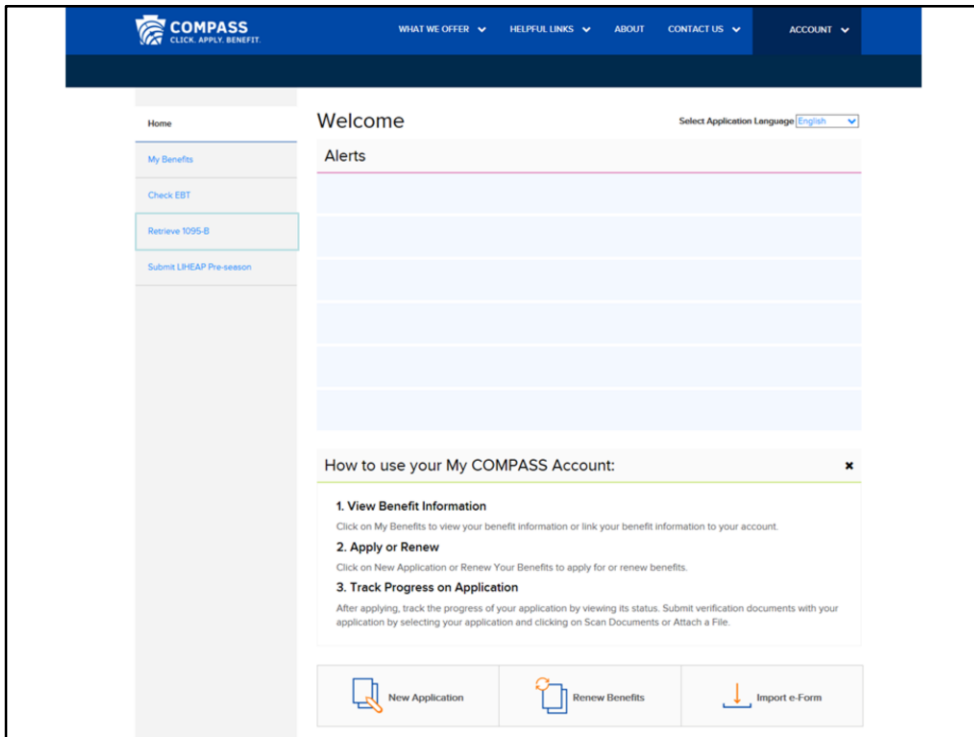
You can also choose to complete a new application or renew your benefits. The links will take you to the new application or renew benefits process, which is described in detail in the “Closer Look at New Application/Renewal” section of this overview.



Check EBT takes you to the Pennsylvania Electronic Benefit Transfer site.



From this page, you can manage your EBT card. Here you can check balances, view a transaction history, and learn other information about using your EBT card and benefits.



Retrieve 1095-B allows you to access a copy of the IRS 1095-B tax form. This form provides you with information needed on your income taxes, to verify that you and family members have had qualifying health coverage for the particular tax year.

Retrieve Your 1095-B Tax Form

Please enter the required individual information that pertains to the 1095-B tax form that you would like to retrieve. Note: You can enter information for the head of household or any household members that received minimum coverage to retrieve a 1095-B form for the applicable tax year.

First Name *

Last Name *

Date of Birth *
 (Example: MM/DD/YYYY)

Please enter your County and Case Record number, CHP Member ID, or UCI # that pertains to the information entered in the previous section.

County

Case Record

CHP Member ID or UCI #

If you need your UCI, contact your MCO provider or call the CHP Call Center at 800-986-5437, option 5.

Please enter your SSN for this field or you may enter MCI Number, Medicaid ID, or EBT Card Number.


SSN

MCI # / Medicaid ID / EBT Card #
 (Click image for larger display)

Please select the tax year for the 1095-B form that you would like to retrieve and provide consent.

Tax Year *

I consent to receiving the 1095-B Form electronically for this session only.


I'm not a robot 


[Back to My COMPASS Account](#)

1095-B Tax Form

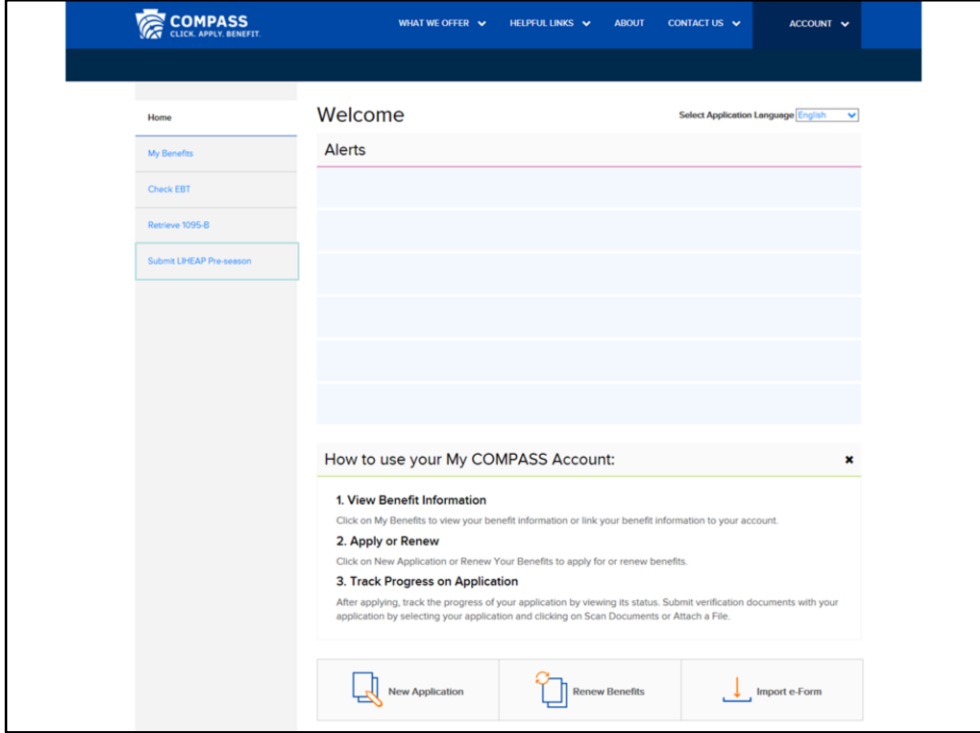
This Form 1095-B provides information needed to report on your income tax return that you, your spouse, and individuals you claim as dependents had qualifying health coverage (referred to as "minimum essential coverage") for some or all months during the year. Individuals who do not have minimum essential coverage and do not qualify for an exemption may be liable for the individual shared responsibility payment.

Minimum essential coverage includes government-sponsored programs, eligible employer-sponsored plans, individual market plans, and miscellaneous coverage designated by the Department of Health and Human Services. For more information on minimum essential coverage, see Pub 974, Premium Tax Credit (PTC).

1095-B tax forms are displayed in PDF format. To view these forms you will need Adobe Reader. 

Already have Adobe and still having problems viewing your 1095-B tax form? Select the Help button for more information. [Help](#) 

Complete the required fields to access the information, then click submit.



Submit LIHEAP Pre-Season allows you to use the information on the LIHEAP Postcard you may have received in the mail.

LIHEAP 2017-2018 Benefits

If you received a LIHEAP cash grant during the 2016-2017 season, you may apply for LIHEAP this year using your COMPASS registration number which was mailed to you. Below, enter the COMPASS registration number and the Social Security Number for the payment name from last year's LIHEAP cash grant. This will pre-fill your application with the information we have on file for your household.

Social Security Number *

ⓘ (example: 123-45-6789)

Registration Number *

(example: 001234567)

[Back to My COMPASS Account](#) [Sign In](#)

Simply enter your social security number, the registration number provided on the card and click sign in. This will give you a copy of the current LIHEAP application, with your information already filled in. You just need to review it and submit the proper documents to apply.

For Further Assistance

pennsylvania
DEPARTMENT OF HUMAN SERVICES

COMPASS Helpline:
1-800-692-7462

or

www.dhs.pa.gov/Feedback/index.htm

For further assistance using COMPASS, remember that you may access help for a field by clicking on the blue question mark icon next to it.

You may also contact the COMPASS helpline at: 1-800-692-7462 or send an email at www.dhs.pa.gov/Feedback/index.htm.



Thank you for taking the time to view the COMPASS for
Individuals and Families Overview.