



1700 Bent Creek Blvd.
Suite 200
Mechanicsburg, PA 17050

November 26, 2024

Dear Network Provider,

The Pennsylvania Department of Human Services (PADHS) has informed PA Health & Wellness (PHW) Community HealthChoices MCO (CHC-MCO) of a bug in their eligibility system impacting the accuracy of the assignment of the CHC-MCO for existing CHC Participants. This may cause the assigned CHC-MCO to be incorrect in downstream sources including Pennsylvania's PROMISe™ Eligibility Verification System (EVS) and more. PADHS continues to research and correct all identified eligibility discrepancies, reassigning the correct CHC-MCO and voiding eligibility as applicable with the incorrectly assigned CHC-MCO.

For concerns related to a CHC Participant's eligibility, including an incorrectly assigned CHC-MCO, the CHC Participant or Participant's authorized representative should contact the Participant's County Assistance Office (CAO). CAO contact information is located on the DHS website: <https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx>.

As a reminder - Participant eligibility is subject to change; therefore, it is vital to check Pennsylvania's PROMISe™ Eligibility Verification System (EVS) to verify a Participant's eligibility each time services are provided (PROMISe™ Internet or by telephone 800-766-5387).

If you have any questions, please reach out to Provider Services at 844-626-6813.

Thank you for your continued partnership,

PA Health & Wellness