



The PA Department of Human Services, Allegheny County Assistance Office (CAO) is an important partner in managing your benefits such as Medical Assistance (also called MA or Medicaid).

It is important that you:

- Report changes of name, address, phone number, resources, and income
- Pay close attention to all correspondence you receive
- Respond to requests for information by the needed date

It is important to report any change in address or phone number.

In addition to immediately reporting the change to your Supports Coordinator (SC), you need to contact the

PA Department of Human Services (DHS) CAO Call-in Change Center at 1-877-395-8930

It is important to report any change of income or resources.

- In addition to immediately reporting the change to your Supports Coordinator (SC), you need to contact the PA DHS CAO Call-in Change Center

Examples of income or resource changes are:

- A new bank account, or change in the names on your current bank account
- An increase or decrease in the hours you work
- A pay raise
- A new job
- An inheritance
- A new trust fund
- Monetary gifts
- Lottery winnings
- Money from life insurance
- Other benefits through Social Security or other federal programs

You will be informed if there are changes in your benefits.

- Be sure to notify your Supports Coordinator of any benefit change notifications from the PA DHS/CAO.

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You will receive an Annual Financial Review but may receive more frequent reviews as well.

- The completion of reviews is necessary to keep your benefits.
- *It is important that you call your SC as soon as you get your review forms.* They can help you complete it.
- Reviews will re-determine all benefits including:
 - Medical Assistance
 - SNAP (Supplemental Nutrition Assistance Program—formerly the Food Stamp Program)
 - Person/Family Directed Support (P/FD) Waiver
 - Consolidated Waiver
 - Community Living Waiver
- The review will include:
 - A letter from your County Assistance Office (CAO)
 - A Medical Assistance Financial Review Long Term Care, Supports, and Services Form
 - Personal contact and health insurance information
 - Resource Information
 - Real Estate
 - Burial Arrangements
 - Bank Accounts
 - Life Insurance
 - Income
- You can stay prepared for reviews by keeping these items in a safe and convenient place:
 - Recent bank statements
 - Recent pay stubs
 - Letters from Social Security
 - A copy of your social security card, birth certificate and current medical cards
- Remember to keep a copy of your completed review for your records. This may help you to complete future reviews and make answering any questions about your review easier.

Any time you have questions about correspondence from your CAO contact number on the material or your Supports Coordinator for assistance.



Allegheny County Department of Human Services
Office of Developmental Supports
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For more information regarding ODS, including additional Fact Sheets visit alleghenycounty.us/dhs/ODS