

Helpful New Rules at the County Assistance Office during the COVID-19 Emergency



County Assistance Offices (CAOs) are closed to the public, but you can still apply & get in touch!

- In Philadelphia, there are drop boxes outside each office, open 8 AM – 5 PM, Monday – Friday.
- You can still apply and send in paperwork online or by phone:
 - *COMPASS website*: compass.state.pa.us
 - *Mobile App*: MyCompassPA (to report changes)
 - *Customer Service Centers*: Phila – 215-560-7226; Statewide – 877-395-8930



No Medical Assistance terminations

- No one will be cut-off from Medical Assistance, Long Term Care, or Home and Community Based Services unless they ask for their case to be closed.



SNAP benefits will continue, and renewals will happen later

- All SNAP (formerly food stamps) renewals will be postponed 6 months.
- Semi-annual reports are also postponed 6 months.



No SNAP or TANF cut offs for not sending information

- No SNAP or TANF benefits will be cut-off for not submitting information.
- We advise you to submit what you can, but don't worry if you can't
- You can be cut off of TANF for missing an interview, but all interviews are over the phone.



No sanctions or terminations for failure to participate in TANF work requirements

- The EARN centers may be encouraging remote activities, but no one will have benefits reduced or cut-off for failure to participate.
- TANF interviews will be conducted via telephone.



County Assistance Offices will be flexible about paperwork

- Medical Assistance:
 - The CAO will accept your statement as proof for everything.
 - Verification of citizenship/alien status may still be requested.
- All other benefits:
 - Your statement will be accepted as proof of loss of wages or zero income.
 - For other verification, if you cannot provide it, tell the CAO! The CAO will try to get it for you. If that does not work, the CAO will accept your statement as proof.



Appeal Deadlines Extended

- All appeal deadlines have been extended an additional 60 days.

