



Learn About COMPASS

COMPASS is a Web site that allows individuals and community based organizations access to screen for, apply for, and renew a broad range of social programs.

COMPASS serves as a single access point for application and renewal of:

- Health Care Coverage
 - Medical Assistance
 - Medical Assistance for Worker's with Disabilities
 - Medical Savings Program for Payment of Medical Assistance Premiums
 - Children's Health Insurance Program
 - adultBasic
- Food Stamp Benefits
- Cash Assistance
- Long Term Care
- Home and Community Based Services for individuals with mental retardation
 - Consolidated Waiver for Individuals with Mental Retardation
 - Person/Family-Directed Support Waiver for Individuals with Mental Retardation
 - Mental Retardation Services (non-MA)
- Low-Income Home Energy Assistance Program (Seasonal availability)
- Free or Reduced Price School Meals
- SelectPlan for Women (Family Planning Services)
- Child Care Works

COMPASS also provides screening for the programs mentioned above, all home and community-based services, and the school lunch and breakfast program. Screening allows a user to provide basic information to determine if they are potentially eligible for a health and human service.

COMPASS allows current recipients of Department of Public Welfare benefits to create secure, personal accounts through a process called "My COMPASS Account." My COMPASS Account provides recipients with information about their:

- Health Care Benefit Package
- Food Stamp Benefit
- Cash Assistance Benefit
- SelectPlan for Women Benefit

COMPASS "Community Partner View" offers registered COMPASS Community Partners access to enhanced tools such as:

- the Power User application
 - Streamlines the application process
 - Decreases application processing time
 - Provides e-Signature functionality
- Application Management
 - Allows Users to initiate and track applications
 - Portfolio of submitted and suspended applications
 - Quick Reports
 - Printable Forms

What are the benefits of COMPASS?

- Individuals/families that can't get to the office during normal business hours can apply for or renew benefits online. By using COMPASS, consumers and the professionals who help them, can apply or renew at any time of the day or night from a home, library, health care clinic, community center or any location with Internet access.

- Users have up to 30 days to complete the e-Form (application and renewal) process, and can log in and out of the system as they please.
- Although face-to-face interviews are still required for some programs, application or renewal processing begins the moment the e-Form is submitted electronically.
- When a person hits the "Submit" button, the system seamlessly sends it to the appropriate state agency.
- COMPASS uses the latest technology to make the program easier for people with disabilities to use, reducing any barriers for those with visual, hearing, physical or cognitive disabilities. The e-Form(application and renewal) process is compliant with the American with Disabilities Act.
- Both English and Spanish versions are available, and ten other languages are used to indicate to non-English speaking individuals that it is an application or renewal process for important benefits, and where to find assistance to help complete the process.

Who is eligible to apply?

Anyone with Internet access can use COMPASS, whether they are applying for or renewing benefits for their own family or helping someone else. There are eligibility requirements for specific benefits.

Who is eligible to use COMPASS Community Partner View?

Registered COMPASS Community Partners have access to the Community Partner View features. Click on the [Sign up to be a Community Partner](#) link displayed at the bottom of the "Welcome to COMPASS" screen to learn more about becoming a COMPASS Community Partner.

How can the user check the status of an e-Form application?

COMPASS allows users to check the status of an application by entering the e-Form number and their password. The status check lists each individual, benefits for which they applied and whether the application is approved, denied, in process, or not available.

Will COMPASS tell me if I am eligible for benefits?

No, COMPASS does not determine eligibility. Caseworkers for the Department of Public Welfare (DPW) determine eligibility for DPW benefits such as Medical Assistance-related health care, food stamps, cash assistance, long term care, home and community based waivers, the Low-Income Home Energy Assistance, and Child Care Works Program. Workers for the Insurance Department determine eligibility for CHIP and adultBasic health care benefits. School employees determine eligibility for the Free or Reduced Price School Meals Program.

What does "Renewal" mean?

A renewal is a review of all eligibility factors that are subject to change to determine if a recipient remains eligible for benefits. Renewals are also known as reapplications, recertification, and re-determinations.

Who is eligible to renew on COMPASS?

Anyone who receives a "Renewal Notice" can use COMPASS to renew eligibility for the benefits they currently receive.

The Renewal Notice will be mailed to current recipient of benefits. The notice will contain information about the COMPASS Renewal process and will provide the information required to logon to the COMPASS e-Form Renewal.

When submitting a renewal electronically, users must remember to send or fax the signature page and any necessary verification to the address provided on the screen.

Face-to-face interviews are required for some programs, but not for most health care renewals.