



Welcome!

While we wait to start, please review ways to navigate this webinar.

If you move your **cursor** to the **bottom** of **your screen** you will see a **menu**.



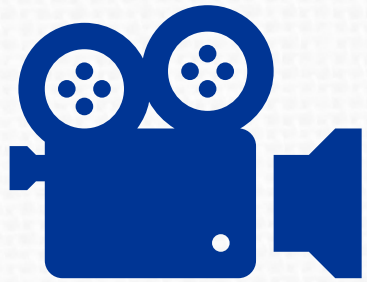
This menu allows you to **control**:

- React (“**Raise Hand**” is under this option)
- Access to the **Chat** box

Camera options are not available for participants. Participants can be unmuted by raising their hand and being recognized by the presenter.



Housekeeping



This session is
being recorded to
**Tomorrow's
Healthcare**



If you used a
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email address



Pose questions in
the chat to
"Everyone"



Please complete
the post-session
evaluation



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Continuing Education Information

In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and The Jewish Healthcare Foundation. The University of Pittsburgh is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME) and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team. **1.25 hours is approved for this course.**

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Mutual Agreement

- Everyone on every Learning Network webinar is **valued**. Everyone has an expectation of **mutual, positive regard** for everyone else that respects the **diversity** of everyone on the webinar.
- We operate from a **strength-based, empathetic, and supportive** framework – with the people we serve, and with each other on these webinars.
- We encourage the use of **affirming language** that is not discriminatory or stigmatizing.
- We treat others as **they** would like to be treated and, therefore, avoid argumentative, disruptive, and/or aggressive language.





Mutual Agreement (continued)

- We strive to **listen** to each person, avoid interrupting others, and seek to **understand** each other through the Learning Network as we work toward the highest quality services for Centers of Excellence (COE) clients.
- Information presented in Learning Network sessions has been vetted. We recognize that people have different opinions, and those **diverse perspectives** are welcomed and valued. Questions and comments should be framed as **constructive feedback**.
- The Learning Network format is **not conducive to debate**. If something happens that concerns you, **please send a chat during the session** to the panelists and we will attempt to make room to address it either during the session or by scheduling time outside of the session to process and understand it. **Alternatively, you can reach out offline to your University point of contact.**



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Acknowledgements

- The COE project is a partnership of the University of Pittsburgh and the Pennsylvania Department of Human Services; and is funded by the Pennsylvania Department of Human Services, grant number 601747.
- COE vision: The Centers of Excellence will ensure care coordination, increase access to medication-assisted treatment and integrate physical and behavioral health for individuals with opioid use disorder.



Pennsylvania
Department of Human Services



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Being an Effective COMPASS Community Partner



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Learning Objectives

By the end of this training, you will be able to do the following:

- Describe **COMPASS**, the role and benefits of becoming a COMPASS **Community Partner**, and how Community Partner status can **support client care**.
- Navigate key COMPASS Community Partner **functions**, including registration, application submission, document upload, and benefit renewal support.
- Identify the **role of COE staff** in assessing benefit-related needs, supporting access to public benefits, and addressing barriers that may affect treatment engagement and recovery.
- Recognize **common barriers** to benefits application and renewal and apply practical strategies to **support clients** in maintaining access to needed benefits and services.



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Connection to the Fidelity Guidelines

- Inclusion Criteria
- Enrollment or recertification of Medicaid (page 11- 1st paragraph)

Discussion Question

What public benefits or services do clients most commonly need help accessing or maintaining?



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What is COMPASS?

- Commonwealth of Pennsylvania Access to Social Services
- **Online system** for applying to health and human service programs in Pennsylvania
- Used for **healthcare, cash assistance, food stamps, childcare, and more**





Common Benefits and Services Available Through COMPASS

Medical Assistance
(MA/Medicaid) &
CHIP

SNAP (Food
Assistance)



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Other Benefits and Services Available Through COMPASS

Cash Assistance
(TANF)

LIHEAP (Energy
Assistance)

Child Care Works

Long-Term
Services &
Supports

School Meal
Programs

Other DHS-
related assistance
programs



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Benefits Assessment as Part of COE Care

- Public benefits support **treatment access** and **continuity**
- Delays or lapses can create **barriers** to care
- Benefits support **recovery stability** and **basic needs**
- Early support can prevent **avoidable disruptions** in services





Life Changes That May Affect Benefits

Moving or
homelessness

Employment
changes

Hospitalization or
incarceration

Pregnancy or
household
changes

Loss of
identification or
paperwork

Changes in
insurance or
household income



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Common Client Barriers to Benefits Access

- Missed **renewal notices** and lost **paperwork**
- Unstable **housing** or mailing address
- Limited **phone, internet, or technology** access
- Difficulty gathering **required documents**
- **Confusion** about benefits and renewal processes
- Competing **crises** and daily **survival** needs
- **Fear, frustration, or distrust** of systems



How Being a Community Partner Can Address Barriers

Prevent
benefit
interruptions

Save
incomplete
applications

Upload
documents
electronically

Track
application
status

Monitor
renewal
deadlines

Reduce client
burden



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Addressing Common Barriers Improves Retention

- Reduce **barriers** to treatment
- Prevent **interruptions** in care
- Improve treatment **engagement**
- Support **continuity** of care
- Promote long-term **recovery**





Opportunities for Intervention

- New **job** or **resource** changes
- **Housing** loss or address change
- **Hospitalization** or **incarceration**
- **Pregnancy** or household changes
- Lost ID or **required documents**
- **Insurance** changes or **renewal** notices



COE Role in Benefit Navigation

- Identify benefit **needs** and **risks**
- Support **applications** and **renewals**
- Assist with **form completion**
- Help **gather** and **submit** documents
- Monitor **deadlines** and **follow up**
- Coordinate with **community partners**
- Document **barriers** and care management **actions**



Knowledge Check Poll

How familiar are you with COMPASS?

1. Not at all familiar/know nothing about it and have never used it
2. Slightly familiar/know about it, but haven't used it
3. Moderately familiar/know about it, and have used it once or twice
4. Very familiar/know about it and use it with some clients
5. Extremely familiar/use it with most clients

Are you/is your organization a COMPASS Community Partner? (Y/N)



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Discussion Question

If you are a COMPASS Community Partner, what **benefits** have you experienced?

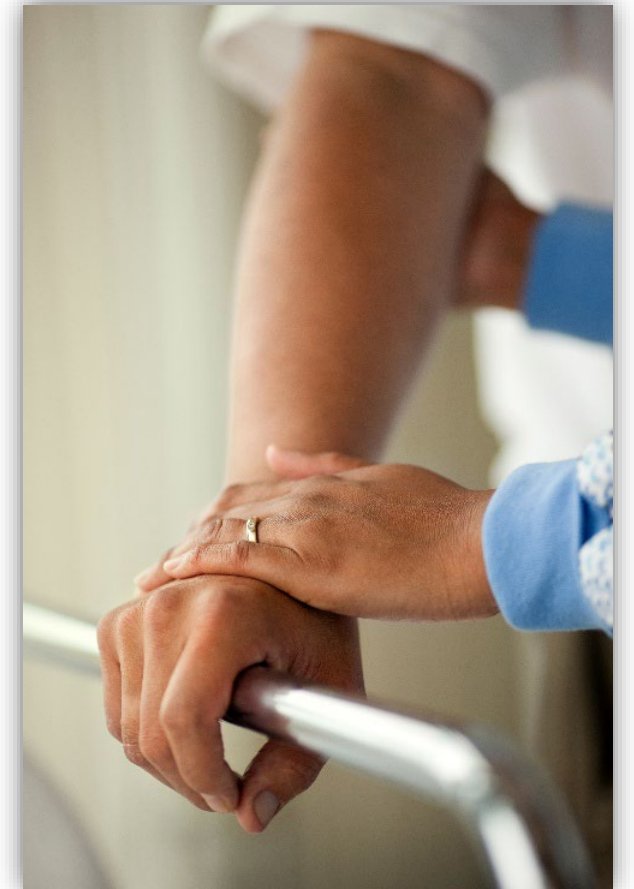


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COMPASS Community Partners





COMPASS Community Partners can...

Save, submit,
and track
applications

Access forms,
links, and
publications

Receive
updates

Scan and
attach
documents

Look up annual
due dates for
recipients

E-sign
applications

Generate quick
reports

Create detailed
reports





Register to be a COMPASS Community Partner

01

Register Your
Organization

02

Register
Delegated
Administrators
(DAs)

03

Register
Additional Users



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Navigating COMPASS for Community Partners



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Home Screen

Dashboard

Quick Reports

Information

Administration

Search Applications

Attach a File for a Recipient

Scan Documents for a Recipient

Check Renewal Date

Correctional Facilities

MA Inmate Release

Report Changes

MA Providers

PE Worksheet

Add Newborn

Welcome Andy of Holy Cross Medical 2 (Mechanicsburg) 162 Miller St

Alerts/Messages

03/05/2018

New Message

Create CUIT Test Message

03/05/2018

New Message

Updated Create CUIT Test Message

You have submitted

0

benefit applications this month

Your Organization has submitted

0

benefit applications this month

 New Application

 Renew your Benefits

Saved

Submitted

Tickets

Applications Your Organization Recently Saved

☒ All Applications

☐ My Applications

e-Form #	Applicant	Last Edited	Edited by
W669999996009	Jericho, Chris	02/21/2018	B-ARODRICK
W179999998971	Sunorthampton, Norman	02/05/2018	B-ARODRICK

MA Providers

Presumptive Eligibility (PE) Worksheet

- Valid MA Provider Number is needed
- Used to determine eligibility

MA Providers			
PE Worksheet			
Add Newborn			
e-Form #	Applicant	Last Edited	Edited by
W669999996009	Jericho, Chris	02/21/2018	B-ARODRICK
W179999998971	Sunorthampton, Norman	02/05/2018	B-ARODRICK



Starting a New Application

- Gather necessary **information**
 - Household **income**
 - **Social Security numbers** for all family members
 - **Health insurance** information
 - Housing and utility **bills** and **resources**
 - Proof of **citizenship** or **identity**
- Ensure you have **permission from the client** to submit
- **Write down** the e-form number and password for the client

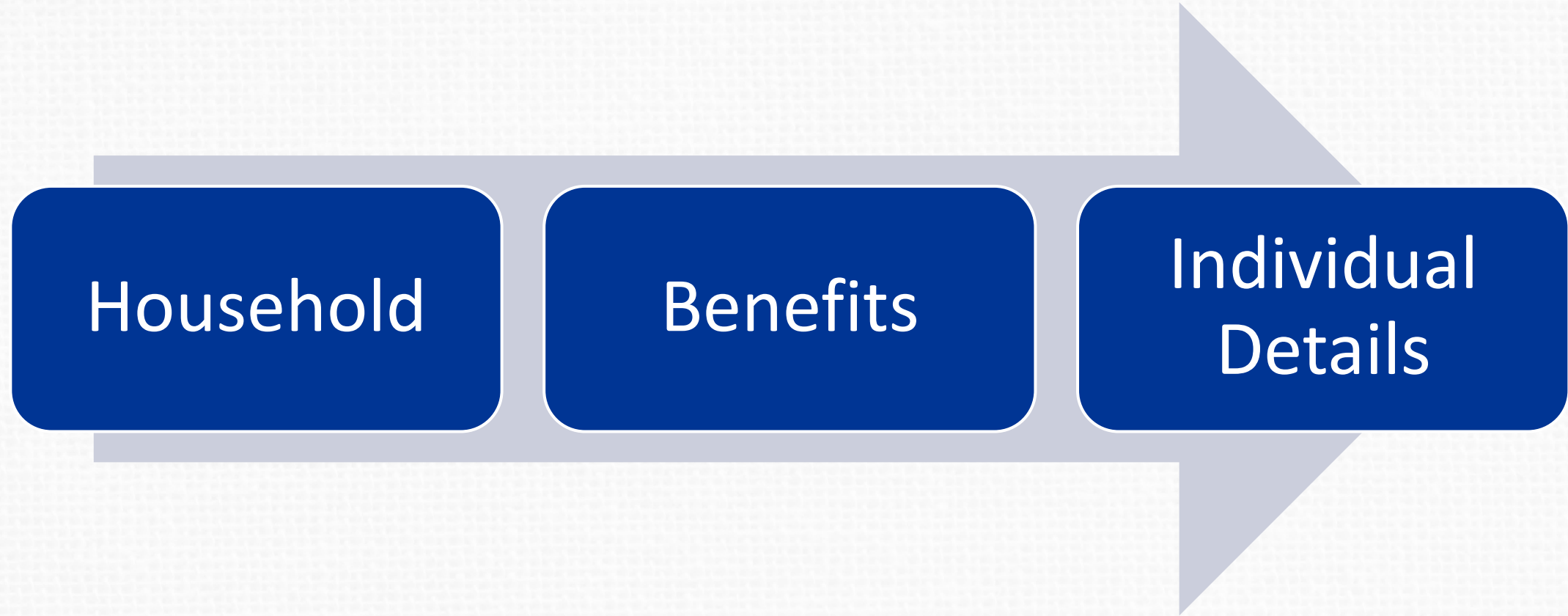


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Completing a New Application

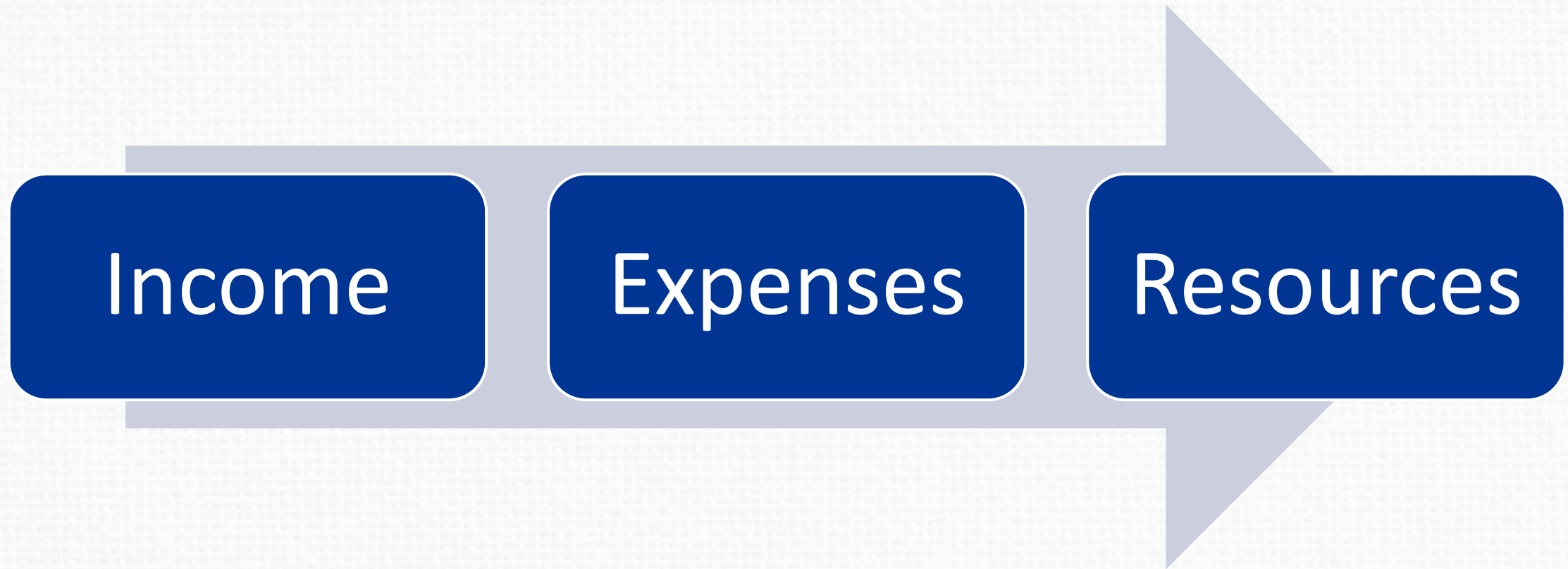


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Completing a New Application

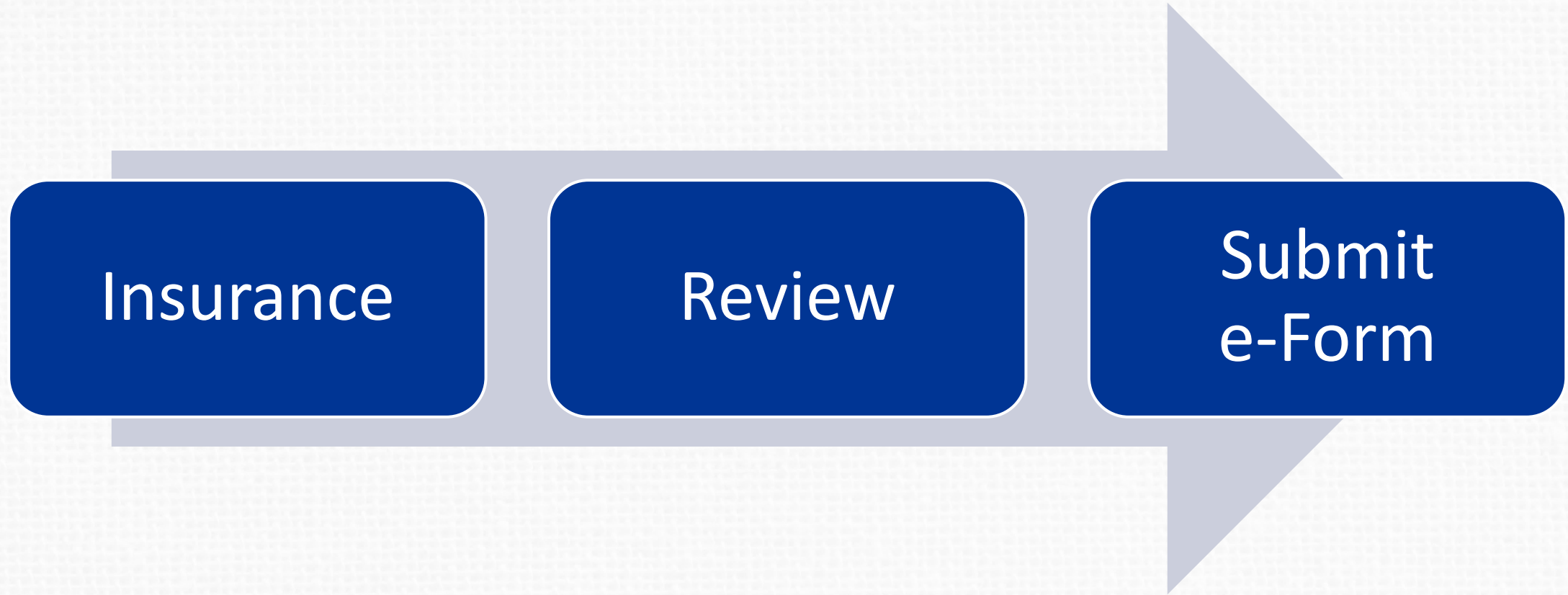


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Completing a New Application



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Common Needed Paperwork

Photo ID

**Social Security
Numbers**

Proof of Income

**Health Insurance
Information**

Proof of Address

**Utility Bills/ Bank
Resource
Information**

**Citizenship/
Immigration
Documents (if
applicable)**



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Benefits Renewal

You have submitted	0	benefit applications this month	Your Organization has submitted	0	benefit applications this month
					
New Application		Renew your Benefits			

Information is prepopulated

Click “Renew your Benefits”

Review and update as needed



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Submitting Applications

- **Save** or **print** the application
- No information can be changed **after submission**
- The "**View Summary**" button will provide a summary of the submitted application
- The "**View Required Documents**" button will show any necessary verification documents
 - If **no verification** is needed, COMPASS will indicate this by leaving the list **blank**
 - The "**Attach A File**" button can be used to submit verification **documents**



Why Community Partner Status Matters

Reduced client
burden

Faster document
submission

Improved follow-
up and tracking

Better coordination
Increased
continuity of care

Greater
organizational
efficiency

Discussion Question

How does your COE currently **support access** to benefits?



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Practice



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Maria is a 38-year-old client receiving medications for opioid use disorder (MOUD) through a Center of Excellence. She recently lost her **SNAP benefits** and is unsure whether her **Medical Assistance (MA) coverage** is still active. Maria has been staying with different friends and family members and does not currently have stable housing.

Maria reports that she received a **renewal notice** in the mail several weeks ago but **misplaced** it during a move and is unsure what steps she was supposed to take. She has a cell phone but **limited minutes** and unreliable access to internet service. She does not own a printer or scanner and feels overwhelmed by paperwork and application requirements.

Maria is concerned that losing benefits may affect her **access to treatment, medications, and other needed supports.**

Case Study



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Questions

- What benefits or supports may be relevant for Maria?
- What information would Maria need before starting a COMPASS application or renewal?
- What barriers may interfere with Maria successfully completing the process?
- How could a COE care manager support Maria through this process?
- How might being a COMPASS Community Partner support this process?





Knowledge Check



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Myth or Fact

- Applications can be saved and returned to later.
- Community Partners can upload documents.
- Changes can be made after submission.
- Renewal dates can be checked in COMPASS.
- Clients must complete COMPASS independently.

Questions



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Resources

- Community Partner Online Self-Registration Quick Reference Guide
- Community Partner Quick Reference Guide



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Wrap up and Next Session

- Please complete the **session evaluation**
- Slides and recording available on Tomorrow's Healthcare
- **Next Session: July 29, 2026- Marketing COE Services: Building Visibility, Trust, and Referral Pathways**



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