

COMPASS

Quick Reference Guide



COMPASS
CLICK. APPLY. BENEFIT.

COMPASS Overview

COMPASS is Pennsylvania's fast and easy way to apply online for health and human services. With the click of a button, you can learn about benefits, see if you may qualify, apply for benefits and re-apply when it is time for renewal.

Get Started Now

- The “Do I Qualify?” questionnaire lets you find out which health and human services your household may be eligible to receive.
- The “Apply for Health Care Only” link directs you to a short questionnaire to see if it is quicker for you to apply through COMPASS or through the Health Insurance Marketplace. The application follows.
- The “Apply for Any Benefits” link lets you submit an online application for health and human services offered by the commonwealth of Pennsylvania.
- The “Use LIHEAP COMPASS Registration Number” link is a seasonal link that you may use to apply for LIHEAP if you receive a Registration Number.

Returning Users

- The “My COMPASS Account” link serves as a centralized location for your application and case information. It lets you see if you or your household members qualify for benefits, apply for and renew your benefits, save and submit applications, check the status of your application, submit documents electronically, view you or your household members’ case benefit information, report changes to your case, receive notices electronically, and manage other aspects of your case online.
- The “Renew your Benefits” link lets you provide the information needed to determine if you are still eligible for benefits.
- The “Finish your Application/Renewal” link lets you access your saved application/renewal for completion. This link is only for individuals who did not use or create a My COMPASS Account when applying or renewing benefits.
- The “Check Application Status” link lets you check the status of your submitted application. This link is only for individuals who did not use or create a My COMPASS Account when applying or renewing benefits.

COMPASS serves as a single access point for the following benefits:

- Health Care Coverage
- Supplemental Nutrition Assistance Program (Food Stamps)
- Free or Reduced Price School Meals
- Cash Assistance
- Child Care Works
- Low-Income Home Energy Assistance Program, LIHEAP
- Long Term Living Services
- Intellectual Disabilities Services (non-Medical Assistance)
- Consolidated Waiver for Individuals with Intellectual Disabilities
- Person/Family Directed Support, P/FDS, Waiver for Individuals with Intellectual Disabilities

Who to call for log in issues: HELPLINE at 1-800-692-7462 between 8:30 a.m. and 4:45 p.m., Monday through Friday

This Quick Reference Guide is designed to assist you in the use of COMPASS online services.

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About COMPASS

COMPASS is the fast and easy way to apply online for benefits for many health and human services programs anytime and anywhere.

Use COMPASS to:

- Find out if you qualify for services
- Apply for benefits
- Renew current benefits
- Finish a saved application
- Check an application's status
- Submit documents electronically for your application or case record
- Report changes to your case
- Receive notices for your case
- Manage your benefits online

By using COMPASS you can apply at any time during the day or night from home, a library or any location with internet access.

COMPASS Security

COMPASS is secure, private and confidential. Information entered into COMPASS is protected through an encryption process.

A username and password ensures confidentiality once the application or renewal is received. Individuals can use their unique username and password to check on the status of their application after it is submitted or to save their application for up to six months in order to gather additional information.

Basic Navigation Tips

Before you get started, here is some useful information that will help you become familiar with the look and feel of COMPASS

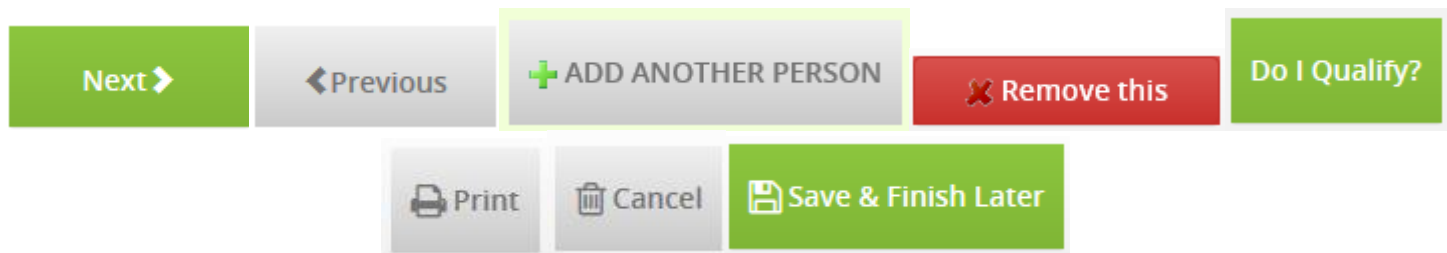
Buttons

The most frequently used page elements in COMPASS are buttons.

Frequently used BUTTONS include:

- **Next** – Saves information entered on the page. Takes you to the next page.
- **Previous** – Saves information entered on the page. Takes you back to the previous page.
- **Add Another**– Adds a section to the page for an additional person, employer, income, expense, insurance policy, or insurance.
- **Remove** – Removes a section from the page.
- **Do I Qualify** – Takes you to the DO I QUALIFY page.
- **Print** – Creates a printable version of your application.
- **Cancel** – Erases the application.
- **Save & Finish Later** – Saves your unsubmitted application for up to six months. Please note: You have six months to complete and submit your saved application before it is erased, unless there is a notice on you My COMPASS Account indicating a different date.
 - **Keep Working** – If you decide you do not want to stop and save the application you can choose to continue and keep working.

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Links

Links allow you to move directly to a page within COMPASS. Clicking a link opens the page described by that link.

Links are identified by underlined text. Once a link is clicked, it will change color to indicate that the page has been accessed.

[Link to COMPASS as example](#)

Radio Buttons

Radio buttons allow you to choose only one of the given options.

Sex (Required)

Male Female

Check Boxes

Check boxes allow you to select and deselect multiple options.

- Black or African American
- Native Alaskan or American Indian
- Asian
- Native Hawaiian or Pacific Islander
- White or Caucasian
- Other

Drop-down Boxes


Drop-down boxes allow you to select only one option from an expandable list.

Drop-down boxes are identified by a down arrow to the right of the box.

Date Fields

Date fields allow you to choose a date by manually entering a date in the format of MM/DD/YYYY, or by selecting the date from the calendar on the right of the date field.

Date of Birth: (Required)


MM/DD/YYYY

Get Started Now

Do I Qualify?

Click the “Do I Qualify?” link on the COMPASS homepage to fill out a short questionnaire. You will be asked to answer several confidential questions about yourself and the members of your household. Based on your answers, you will be able to view the benefits for which you or a household member may qualify.

By filling out the questionnaire, in a few minutes you will have a better idea of the benefits for which you and members of your household potentially qualify. This will save you time before completing an entire application.

1. **Getting Started** – Explains the process of screening for benefits.
2. **Select the benefits** – Provides a list of benefits you may select to see if you potentially qualify.
3. **Household** – Add yourself and all members of your household and answer the questions about the household.
4. **Individual Details** – Answer questions about each individual household member.
5. **Results** – Review the benefits for which you or someone in your household may qualify.

You may now apply for the benefits for which you or a household member may qualify.

Apply for Any Benefits

Click the “Apply for Any Benefits” link on the COMPASS homepage to start a new application or log in to your My COMPASS Account and begin your application from your online account.

1. **Getting Started**
 - a. **General Information** – Lists the benefits for which you are able to apply.
 - b. **What to Expect** – Explains how long the application will take to complete and what information you will need prior to completing your application.



IMPORTANT:

You may need the following information to complete your application:

- **Household income from jobs, child support and other income**
 - **Social Security numbers and birth dates of household members**
 - **Current or recent health insurance information**
 - **Housing and utility expense information**
 - **Resource information, such as bank accounts, vehicles, homes, property, life insurance, etc.**
 - **Please note: Some health and human services, including LIHEAP and Child Care Works, do not need resource information. Also, resources are not needed if you are applying for health care only and you meet one of these exceptions: pregnant; child under age 21; have a dependent child under 21 living with you; you do not have a disability and are under age 65.**
 - **Proof of citizenship and identity if you are a U.S. citizen (for example: birth certificate, driver's license or state ID)**
 - **Non U.S. citizens must provide original documentation indicating lawful residence in the U.S.**
- c. **Terms** – Defines several terms that will be used frequently during the application process.
 - d. **Set Up** – Choose “I am applying for myself, for a family member, for someone in my household, and/or for a non-family member” and select whether or not you have an existing My COMPASS Account.
 - If you already have a My COMPASS Account, log in using this account.
 - If you do not have a My COMPASS Account, or you cannot remember your My COMPASS Account, or you are unable to access your account *for any reason*, select option “No”, to having an account. Selecting “No” will direct you to the Password page.
 - e. **Password** – Choose a username and password, and three hint questions and answers. Enter the head of household's first name, last name, and date of birth.
 - If you have a current or recently closed Medical Assistance, Cash, SNAP, LIHEAP or CHIP case, you have the option to enter your case information. You will also have the option to link your case to your My COMPASS Account, and sign up for online notices.

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IMPORTANT:

- Be sure to write down your username and password and keep them in a safe place
- Take note of your hint questions and answers
- If your application times out, you will be asked to enter your username and password.

2. **Household** – Enter the head of household information. Click the ADD ANOTHER PERSON button to add each additional household member. Be sure to include members of the household who are currently away from home (for example: students). After adding all household members confirm the head of household and enter your mailing address.
3. **Benefits** – Select all of the benefits for which you or someone in your household is applying. Then select each household member who is applying for each benefit. Benefits include:
 - a. Health Care Coverage
 - b. Supplemental Nutrition Assistance Program (Food Stamps)
 - c. Free or Reduced Price School Meals
 - d. Cash Assistance
 - e. Child Care Works
 - f. Low-Income Home Energy Assistance Program, LIHEAP
 - g. Long Term Living Facilities
 - h. Intellectual Disabilities Services (non-Medical Assistance)
 - i. Consolidated Waiver for Individuals with Intellectual Disabilities
 - j. Person/Family Directed Support, P/FDS, Waiver for Individuals with Intellectual Disabilities
4. **Individual Details** – Answer questions about the household and each individual household member.
5. **Additional Details** – Answer questions about the household to see if anyone in the household is eligible to apply for additional benefits.
6. **Income** – Answer income questions about the household. Depending on your answer to these questions, you may have to answer income questions about individual household members.
7. **Expenses** - Answer expense questions about the household. Depending on your answer to these questions, you may have to answer expense questions about individual household members.
8. **Insurance** - Answer insurance questions about the household. Depending on your answer to these questions, you may have to answer insurance questions about individual household members.
9. **Resources** – Provide resource information for all household members such as bank accounts, vehicles, homes, property and life insurance.
10. **Summary**
 - a. **Completion Check** - Answer all required questions in order to move forward in the application process.
 - b. **Review Application** - Review your entire application. Click the CHANGE THIS INFORMATION button to make updates to your application.
11. **Next Steps**
 - a. **Routing and Provider Information** – Describes which department your application has been routed to and the benefits for which you have applied.
 - b. **Additional Information** – Provide additional information such as language preference. The answers to these questions will not affect your eligibility.
12. **Submit e-Form**
 - a. **Signature Options** – Choose either “Yes I would like to e-Sign” or “No, I do not want to e-Sign my application”. Please note: If you choose to e-Sign your application you agree to provide your signature electronically. If you do not e-Sign your application you will have to print, sign and mail/fax/scan the signature page to the designated office.
 - b. **Rights and Responsibilities** – After reading and understanding the rights and responsibilities, check the box at the bottom of the page.
 - c. **Identity Verification** – You may be asked to verify your identity by answering questions that pertain to your credit report history. This process allows your application to be processed more quickly and ensures that the information provided in your application remains secure.
 - d. **Certification/Authorization** – After reading and agreeing to e-Sign the application, check the box and enter the last four digits of the adult household member’s Social Security number.
 - e. **Review and Print** – Choose whether you would like to “View and/or print the e-Form for your records”, “View and/or print the e-Signed page” or “Do not want to view or sign the e-Form” at this time. If you choose not to e-Sign, and you do not have a printer available, you can select an option to have a blank signature page mailed to your household.

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- f. **Confirmation** – Congratulations, your application has been completed and submitted.
- Click on the “View Required Items” button to review verification you may need to submit with your application. If the list is blank, COMPASS does not recognize that you need to provide any verification. Click on the “Scan Documents” button to submit your verification documents electronically. Please see the [Attach Scanned Documents](#) section for instructions.

Note: You may receive eligibility results on the Confirmation page. Review your results; you will receive a notice regarding your eligibility shortly.



IMPORTANT:

- Do not forget to submit the verification documents
- In order to review those documents click the **VIEW REQUIRED ITEMS** button
- You can submit documents electronically using the **SCAN DOCUMENTS** button on the Confirmation page, or later from your My COMPASS Account

Returning Users

My COMPASS Account

In order to log in to your My COMPASS Account, you must first create a username and password. You can create a My COMPASS Account through the following links:

1. **Apply for Any Benefits** – When you apply for benefits you will be prompted to enter your My COMPASS Account or create a My COMPASS Account.
2. **Renew your Benefits** – When you renew your benefits, you will be prompted to enter your My COMPASS Account or create a My COMPASS Account.
3. **My COMPASS Account** – To create a My COMPASS Account from the “My COMPASS Account” link, you must currently receive benefits or you must have an application that was recently submitted on your behalf by a Community Partner or Provider. If your My COMPASS Account is tied to a case, additional features are available such as: viewing case benefit information, reporting changes to your case, populating new applications with case information, and online notices.

Note: The following case benefit information cannot be viewed: Free or Reduced Price School Meals and Child Care Works.

Register as a New User

For instructions on how to create a My COMPASS Account when applying for benefits or renewing your benefits, please see the Password subsection under the [Apply for Any Benefits](#) and [Renew Your Benefits](#) sections of this guide.

To create a My COMPASS Account from the “My COMPASS Account” link, please do the following:

1. Click the “My COMPASS Account” link under Returning Users.
2. Click the “Register Citizen User” link.
3. Choose a username and password and select hint questions and answers. Enter the head of household’s personal and case information.
4. Read the “My COMPASS Account” terms and conditions and check the box “I have read, fully understand and agree to the “My COMPASS Account” Terms & Conditions.”
Note: You must accept the terms and conditions to create a My COMPASS account.
5. Select your County/Case Record, UFI # (CHIP), or e-Form#/Password. If you select the County/Case Record or UFI# options, you will also be asked to enter your MCI# or SSN.
6. Select whether or not you would like to enroll in online notices. This option will also be available once your My COMPASS Account has been created.
7. If you select “Yes” to enroll in online notices, enter your email address twice.
8. Click on the REGISTER button.
9. Your username has now been created and you may log in to your My COMPASS Account.



IMPORTANT:

- Be sure to write down your username and password and keep them in a safe place
- Also take note of your hint questions and answers

Log in to your My COMPASS Account

Once you have created a username and password you may log in to your My COMPASS Account.

1. Click the "My COMPASS Account" link.
2. Enter your username and password and click LOGIN.

My COMPASS Account Features:

1. **Home** – From the Home tab, you can:
 - Receive alerts about COMPASS
 - Find out if you qualify for services
 - Apply for benefits
 - Renew your current benefits
 - Apply for LIHEAP using your Registration Number (if applicable).
 - Import an application that was submitted by a Community Partner or Provider on your behalf
 - Finish your saved application/renewal
 - View your submitted application/renewal
 - Check your application status and pending verification
 - Submit documents electronically for your application/renewal
2. **My Benefits** – If you have tied your My COMPASS Account to a case, you will be able to view your household and benefit information. Benefit information includes your benefit amount, your renewal date, and your healthcare benefit package.
 - If you have not tied your My COMPASS Account to a case record or you do not have a case record yet, you have the option of doing so at any time, as well as signing up for online notices.
3. **Report Changes** – If you have tied your My COMPASS Account to a Medical Assistance, Cash, SNAP or LIHEAP case, you will be able to report changes for your case online and submit documents for your case by using the SCAN DOCUMENTS button.

The Report Changes homepage provides you a summary of the types of changes that may be appropriate to report. The following categories are available to select and report changes for:

- Address
- Phone/Email
- Income
 - Changes in wages
 - Loss of job
 - Report New Job
 - PA Unemployment
 - Social Security Changes
 - Other Income Changes
- Household Member Update
 - Pregnancy
 - Other Household Changes
- Shelter/Utilities Expense
- Resources
- Other Communications

To report a change, do the following:

- a. Click on the applicable category and enter the information in the fields provided.
 - b. Click on the DONE button when you're finished entering your information.
 - c. To submit your change with supporting documentation, click on the SCAN & SUBMIT button. To continue without submitting documentation electronically, click on the SUBMIT WITHOUT SCANNING button.
 - d. You will be asked if you would like to report any more changes. Select Yes or No.
 - e. Once you are finished submitting your change and any scanned documents, you will receive a confirmation screen with your office's information and your reporting/scanning history.
4. **Notices** – If you have tied your My COMPASS Account to a Medical Assistance, Cash, SNAP or LIHEAP case, you have the option to enroll in online notices. To enroll in online notices, please do the following:
 - a. Add donotreply@pa.gov to your email account's contact list.
 - b. Select 'Yes' to question "Would you like to receive your notices online?"
 - c. Enter your email address twice.
 - d. Click SUBMIT
 - e. Log in to your email account. You should have a COMPASS Alert-Confirm Online Notice Enrollment email

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from donotreply@pa.gov. If you do not, wait a half hour and check your email again. Be sure to look in your spam folder.

- f. Open the confirmation email; click the "Click Here" link.
- g. Log in to your My COMPASS Account and click on the Notices tab.
- h. You are now set up to receive email alerts and online notices to your My COMPASS Account.



IMPORTANT:

- Certain notices will not be available online and will continue to be mailed your address.
- The notices you receive online will be available for three years from the date of receipt.
- To switch back to receiving all your notices through mail, click the REMOVE EMAIL button.

Renew your Benefits

Click the "Renew your benefits" link on the COMPASS homepage to renew your benefits, or log in to your My COMPASS Account and renew your benefits from your online account. You are required to renew your benefits to determine if you are still eligible to receive those benefits. Please note: The following benefits cannot be renewed through COMPASS: Free or Reduced Price School Meals and Low-Income Home Energy Assistance Program, LIHEAP.

1. You may only renew benefits for one department at a time. Choose whether you would like to renew benefits for the "Department of Human Services", for the "Pennsylvania Insurance Department" or for "Subsidized Child Care Redetermination".
2. To renew Department of Human Services or Subsidized Child Care Redetermination benefits enter your Social Security number, case/county record number and renewal date. To renew Pennsylvania Insurance Department benefits enter your Unique Form Identifier, UFI, member ID, and renewal month.
3. Getting Started
 - a. General Information – Lists the benefits you are eligible to renew.
 - b. What to Expect – Explains how long the renewal application will take to complete and what information you will need prior to completion.



IMPORTANT:

You may need the following information to complete your renewal:

- **Household income from jobs, child support and other income**
 - **Social Security numbers and birth dates of household members**
 - **Current or recent health insurance information**
 - **Housing and utility expense information**
- Also, resources are not needed if you are applying for health care only and you meet one of these exceptions: pregnant; child under age 21; have a dependent child under 21 living with you; you do not have a disability and are under age 65.**
- Proof of citizenship and identity if you are a U.S. citizen (for example: birth certificate, driver's license or state ID)**
- **Non U.S. citizens must provide original documentation indicating lawful residence in the U.S.**
- c. **Terms** – Defines several terms that will be used frequently during the renewal process.
 - d. **Set Up** – Select whether or not you have an existing My COMPASS Account.
 - If you already have a My COMPASS Account, log in here and your renewal will be tracked and saved in your current My COMPASS Account.
 - If you do not have a My COMPASS Account, or you cannot remember your My COMPASS Account, or you are unable to access your account *for any reason*, select "No" to having an account. Selecting "No" will direct you to the Password page.
 - e. **Password** – Choose a username and password, and three hint questions and answers. Enter the head of household's first name, last name and date of birth.



IMPORTANT:

- **Be sure to write down your username and password and keep them in a safe place**
- **Take note of your hint questions and answers**
- **Please note: If your renewal times out, you will be asked to enter your username and password**

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4. **Household** – Review and update all household and mailing address information.
5. **Benefits** – Select the benefits for which you or someone in your household is renewing. Then select each household member who is renewing each benefit.
6. **Individual Details** – Review and update all household and individual household member information.
7. **Additional Details** – Review and update all additional details questions about the household members.
8. **Income** – Review and update all income information.
9. **Expenses** – Review and update all expense information.
10. **Insurance** – Review and update all insurance information.
11. **Resources** – Review and update all resource information.
12. **Summary**
 - a. **Completion Check** – Answer all required questions in order to move forward in the renewal process.
 - b. **Review Application** – Review your entire renewal application. Click the CHANGE THIS INFORMATION button to make updates to your renewal application.
13. **Next Steps**
 - a. **Routing and Provider Information** – Describes which department your renewal application has been routed to and the benefits for which you have applied to renew.
 - b. **Additional Information** – Provide additional information, such as language preference. The answers to these questions will not affect your eligibility.
14. **Submit e-Form**
 - a. **Signature Options** – Choose either “Yes I would like to e-Sign” or “No, I do not want to e-Sign my application”. Please note: If you choose to e-Sign your renewal you agree to provide your signature electronically. If you do not e-Sign your renewal you will have to print, sign and mail/fax/scan the signature page to the designated office.
 - b. **Rights and Responsibilities** – Check the box at the bottom of the page after reading and understanding the rights and responsibilities.
 - c. **Certification/Authorization** – Check the box agreeing that you want to e-Sign the renewal. Select the adult household member e-Signing the renewal and enter the last four digits of their Social Security number.
 - d. **Review and Print** – Choose whether you would like to “View and/or print the e-Form for your records”, “View and/or print the e-Signed page” or “Do not want to view or sign the e-Form” at this time. If you choose not to e-Sign, and you do not have a printer available, you can select an option to have a blank signature page mailed to your household.
 - e. **Confirmation** – Congratulations, your renewal has been completed and submitted. Click on the “View Required Items” button to review verification you may need to submit with your renewal. If the list is blank, COMPASS does not recognize that you need to provide any verification. Click on the “Scan Documents” button to submit your verification documents electronically. Please see the *Attach Scanned Documents* section for instructions.



IMPORTANT:

- **Do not forget to submit the verification documents**
- **In order to review those documents click the VIEW REQUIRED ITEMS button**
- **You can submit documents electronically using the SCAN DOCUMENTS button on the Confirmation page or later from your My COMPASS Account**

Finish your Application

Log in to your My COMPASS Account to continue a saved application.

1. Click the “My COMPASS Account link” and enter your username and password to log in to your online account and access your saved application.

Note: If you did not create or use a username to begin your application, or your application was started by a Community Partner / Provider on your behalf, click the “Finish your application” link on the COMPASS homepage and click the “Register as a New User” link to create a My COMPASS Account with your e-Form number and password. If you would like to continue without creating a My COMPASS Account, click the “Continue Without a My COMPASS Account” link, enter your e-Form number and password, and click the SIGN IN button.

2. Choose if you would like to “Start where I left off”, “In summary view” or “Back to the beginning to add more benefits” and click the SIGN IN button.
3. You will now be able to access your application.

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Note: You have up to six months to complete and submit your saved application before it is erased, unless there is a notice on your My COMPASS Account indicating a different date.

Check Application Status

Log in to your My COMPASS Account to check the status of your submitted application.

1. Click the “My COMPASS Account link” and enter your username and password to log in to your online account to access your application, and check on its status.

Note: If you did not create or use a My COMPASS Account (username) to submit your application, or your application was submitted by a Community Partner / Provider on your behalf, click the “Check application status” link on the COMPASS homepage and click the “Register as a New User” link to create a My COMPASS Account with your e-Form number and password. If you would like to continue without creating a My COMPASS Account, click the “Continue Without a My COMPASS Account” link, enter your e-Form number and password, and click the CHECK STATUS button.

COMPASS Attach Scanned Documents (ASD)

COMPASS users have the option to scan and submit verification documents both during the initial application submission, and as needed for an ongoing case.

Submitting Verification Documents for your Application

From the Home tab in your My COMPASS Account, select your application and click the STATUS AND PENDING VERIFICATION button. From there, click the SCAN DOCUMENTS button. You may be prompted to adjust your browser or control settings before you can use the scan function. To submit one or more verification documents, you must complete the following steps:

1. Click ‘Select Scanner’
 - a. In the resulting pop-up window, select your scanner
2. Repeat the following steps for each document you wish to scan:
 - a. Verify that the pre-populated e-Form# is correct
 - b. Select your scanner from the list
 - c. Select the document from the Verification Documents list
 - d. Enter comments for the worker, as needed
 - e. Scan or Import the document
 - o To Scan a document, place the document in the scanner and click ‘Scan Flat’ to scan in simplex mode or ‘Scan Feeder’ to scan in duplex mode
 - o To Import a document, click ‘Import’ to import an image (JPEG, BMP, single page TIFF, single page PDF only)
 - f. Each page/image captured by the scanner or imported will be added as a page in the middle thumbnail panel
 - g. Click on a page in the thumbnail panel to view a larger preview in right panel
 - h. Rotate/Delete the document, as needed
3. Click ‘I am Finished’ to upload the document(s)
NOTE: You must click on ‘I am Finished’ to send all documents to the County Assistance Office (CAO).
4. You will be directed to a Scan Confirmation page once documents have been successfully submitted. To scan and submit additional documents, click ‘Scan More.’

Submitting Verification Documents for your Case Record

From the Report Changes tab in your My COMPASS Account, click the SCAN DOCUMENTS button to submit documents as needed for your ongoing case. If you are reporting a change, you will also be given the opportunity to electronically submit documents with your change. You may be prompted to adjust your browser or control settings before you can use the scan function. To submit one or more verification documents, you must complete the following steps:

1. Click ‘Select Scanner’ - In the resulting pop-up window, select your scanner

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2. Select 'Document Type' and 'Document Name' for the document you wish to scan
3. Enter comments for the worker, as needed
4. Place document in scanner. Scan or Import the document
5. To Scan a document, place the document in the scanner and click 'Scan Flat' to scan in simplex mode or 'Scan Feeder' to scan in duplex mode
6. To Import a document, click 'Import' to import an image (JPEG, BMP, single page TIFF, single page PDF only)
 - a. Each page/image captured by the scanner or imported will be added as a page in the middle thumbnail panel
 - b. Click on a page in the thumbnail panel to view a larger preview in right panel
 - c. Rotate/Delete the document, as needed
7. Click 'I am Finished' to upload the document.
8. NOTE: You must click on 'I am Finished' to send the document to the County Assistance Office (CAO).
9. You will be directed to a Scan Confirmation page once document has been successfully submitted. To scan and submit an additional document, click 'Scan More'.

Frequently Asked Questions

Q: How long will it take me to apply for benefits using COMPASS?

A: It will take at least 25 minutes to complete an application. The exact length will depend on the benefits selected and the number of people in the household.

Q: Which benefits may I apply for using COMPASS?

A: The following benefits may be applied for using COMPASS: Health Care Coverage, SNAP (Food Stamps), Free or Reduced Price School Meals, Cash Assistance, Child Care Works, Low-Income Home Energy Assistance Program, LIHEAP, Long Term Care Facilities, Intellectual Disabilities Services (non-MA), Consolidated Waiver for Individuals with Intellectual Disabilities and Person/Family Directed Support, P/FDS, Waiver for Individuals with Intellectual Disabilities.

Q: Why is the information I entered during "Do I Qualify?" not carried over to my application?

A: The information you entered during "Do I Qualify?" is not carried over to your application because the questionnaire asks for general information to keep the "Do I Qualify?" process short and simple. Therefore the information is not specific enough for your application.

Q: Once I submit my application and receive the confirmation page do I need to take any additional steps?

A: Yes, you must submit the household's required verification documents for the application to be processed.

Q: What can I use My COMPASS Account for?

A: The "My COMPASS Account" serves as a centralized location for your application and case information. It lets you see if you or your household members qualify for benefits, apply for and renew your benefits, save and submit applications, check the status of your application, submit documents electronically, view you or your household members' case benefit information, report changes to your case, receive notices electronically, and manage other aspects of your case online.

Q: Will all notices be sent to me electronically when I enroll in online notices?

A: No, certain notices will continue to be mailed to your household. Each time a notice is sent to you electronically, you will receive an email alert notifying you that you have a notice waiting for you in your My COMPASS Account.

Q: Will I be able to use COMPASS ASD to submit verification documents for all programs?

A: No, the ASD functionality is currently only available for the following programs: Health Care (Medical Assistance), SNAP, LIHEAP, Cash Assistance, Long Term Care, and select Home and Community Based Services.

Q: Can I renew my benefits online even if I initially did not use COMPASS to apply for services?

A: Yes, you may renew your benefits online regardless of whether you initially used COMPASS to apply for services. Please note: The following benefits cannot be renewed through COMPASS: Free or Reduced Price School Meals and LIHEAP.