



# Arkansas Works Section 1115 Demonstration Waiver

**ANNUAL REPORT**

January 1, 2018 – December 31, 2018

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## ❖ Executive Summary

In 2016, the Arkansas Department of Human Services (DHS) ended the Private Option and created Arkansas Works as an amendment to the demonstration program. In January 2017, DHS referred all individuals enrolled in Arkansas Works to the Arkansas Department of Workforce Services (DWS). The referral allowed enrollees to voluntarily seek assistance with job training and job placement. However, from January to October 2017, only 4.7 percent of beneficiaries acted upon the referral and used the services offered by DWS. Of that number, 23 percent became employed through this process.

In July 2017, DHS submitted an amendment to the waiver requiring certain able-bodied adults without dependents (ABAWD) to participate in a work and community engagement (WCE) requirement and report work and other activities to maintain their coverage. Following approval by the Centers for Medicare and Medicaid (CMS) on March 5, 2018, DHS began the reporting requirement on June 1

In 2018, with the implementation of the Arkansas Works WCE requirement, Arkansas began the process of testing whether a “stronger incentive model is more effective in encouraging participation.”<sup>i</sup> The approved Arkansas Works amendment requires able-bodied individuals to engage in WCE activities, which include working, attending education classes, training, and volunteering. Such requirements promote the objectives of Title XIX. In describing the WCE requirement, Governor Hutchinson said “It’s about giving people the opportunity to work. It’s to give them training that they need. It’s to help them move out of poverty and up the economic ladder.”<sup>ii</sup>

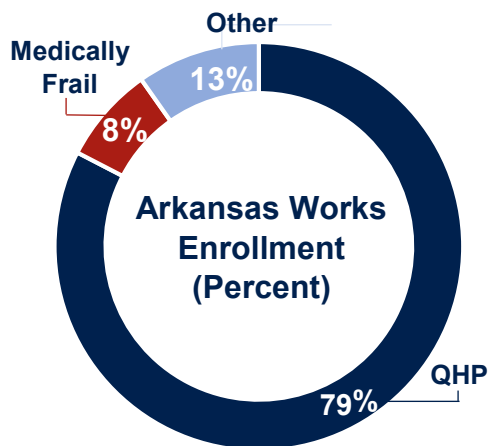
The waiver amendment established a WCE requirement for ABAWD who are between 19 and 49 years old. In 2018, the WCE requirement applied to those people ages 30-49 who were phased into the requirement between June and September. In December 2018, approximately 60,680 Arkansas Works beneficiaries were subject to the requirement, with 92 percent of those meeting the requirement. Beginning in 2019, the WCE requirement also applies to individuals ages 19-29 and individuals who are 19-49 years old with incomes over 100% of the Federal Poverty Level (FPL).

At the end of calendar year 2018, there were 247,374 individuals enrolled in Arkansas Works. The program continued to operate below the 2018 budget neutrality cap, which is \$597.32.

## ❖ Eligibility and Enrollment

### ARKANSAS WORKS ENROLLMENT AND PREMIUM INFORMATION

As noted above, there were 247,374 individuals enrolled in Arkansas Works at the end of 2018. Of these individuals:



- **Seventy-nine percent** received Arkansas Works coverage through qualified health plans (QHPs) purchased from plans offered through the Healthcare Insurance Marketplace.
- **Eight percent** were designated as medically frail and received Medicaid services on a fee-for-service basis.
- **Thirteen percent** had an interim status, which may include pending a QHP selection or Alternative Benefit Plan designation.

The table below shows the total enrollment numbers and premium information by month for Arkansas Works individuals in 2018:

| Arkansas Works Enrollment and Premium Information<br>(January – December 2018) |                                |                                       |                                           |                      |                             |              |
|--------------------------------------------------------------------------------|--------------------------------|---------------------------------------|-------------------------------------------|----------------------|-----------------------------|--------------|
| Month                                                                          | Number of Individuals Enrolled | Number of Medically Frail Individuals | Number of Individuals with a Paid Premium | Premium Expenditures | Advance Cost Share Payments | Wrap Costs   |
| January                                                                        | 301,745                        | 20,256                                | 235,437                                   | \$112,870,836.96     | \$24,221,653.98             | \$926,401.80 |
| February                                                                       | 297,980                        | 19,748                                | 225,056                                   | \$107,589,352.16     | \$22,798,645.07             | \$870,559.85 |
| March                                                                          | 293,991                        | 19,095                                | 237,684                                   | \$110,390,898.75     | \$23,354,022.63             | \$913,747.85 |
| April                                                                          | 291,816                        | 18,748                                | 241,839                                   | \$112,233,168.97     | \$23,766,019.63             | \$930,258.42 |
| May                                                                            | 287,109                        | 18,755                                | 239,047                                   | \$110,389,246.51     | \$23,376,097.68             | \$916,424.13 |
| June                                                                           | 284,031                        | 18,740                                | 237,309                                   | \$109,671,985.95     | \$23,214,181.32             | \$927,870.51 |
| July                                                                           | 279,285                        | 18,796                                | 235,557                                   | \$111,878,625.53     | \$23,316,499.47             | \$959,054.28 |
| August                                                                         | 275,600                        | 19,202                                | 227,846                                   | \$104,636,145.64     | \$22,458,198.36             | \$925,308.24 |
| September                                                                      | 266,091                        | 19,474                                | 218,821                                   | \$100,549,362.68     | \$23,214,181.32             | \$927,870.51 |
| October                                                                        | 260,738                        | 19,805                                | 213,272                                   | \$100,330,909.68     | \$21,080,923.32             | \$843,114.63 |
| November                                                                       | 255,504                        | 20,007                                | 206,707                                   | \$96,939,526.24      | \$20,500,971.76             | \$818,574.50 |
| December                                                                       | 247,374                        | 19,943                                | 195,843                                   | \$90,871,892.43      | \$19,350,387.57             | \$756,185.58 |

## ❖ Utilization and Budget Neutrality

### UTILIZATION

In 2018, the total payments for Arkansas Works beneficiaries with a paid premium was \$1,548,848,544.06. Of this amount:

- \$1,268,351,951.50 was paid to the issuers for premiums.
- \$270,651,782.11 was paid for advanced cost-sharing reductions.
- \$9,844,810.45 was the total for wrap costs, including Non-Emergency Medical Transportation (NET) and Early and Periodic Screening, Diagnostic and Treatment (EPSDT).

### BUDGET NEUTRALITY WORKBOOK

In 2018, the payment for each individual who received Arkansas Works coverage through qualified health plans (QHPs) remained below the budget neutrality cap. The table below shows the monthly breakdown for each individual with a paid premium and compares the total to the budget neutrality cap:

| Arkansas Works Budget Neutrality Information for Each Individual with a Paid Premium<br>(January-December 2018) |                                                           |                                                                     |                                                     |                                                     |                             |
|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------|-----------------------------|
| Month                                                                                                           | Premium Costs<br>Per Individual<br>with a Paid<br>Premium | Advance Cost Share<br>Payment Per Individual<br>with a Paid Premium | Wrap Costs Per<br>Individual with a<br>Paid Premium | Total Cost Per<br>Individual with<br>a Paid Premium | Budget<br>Neutrality<br>Cap |
| January                                                                                                         | \$479.41                                                  | \$102.88                                                            | \$3.93                                              | \$586.22                                            | \$597.32                    |
| February                                                                                                        | \$478.06                                                  | \$101.30                                                            | \$3.87                                              | \$583.23                                            | \$597.32                    |
| March                                                                                                           | \$464.44                                                  | \$98.26                                                             | \$3.84                                              | \$566.54                                            | \$597.32                    |
| April                                                                                                           | \$464.08                                                  | \$98.27                                                             | \$3.85                                              | \$566.20                                            | \$597.32                    |
| May                                                                                                             | \$461.79                                                  | \$97.79                                                             | \$3.83                                              | \$563.41                                            | \$597.32                    |
| June                                                                                                            | \$462.15                                                  | \$97.82                                                             | \$3.91                                              | \$563.88                                            | \$597.32                    |
| July                                                                                                            | \$474.95                                                  | \$98.98                                                             | \$4.07                                              | \$578.00                                            | \$597.32                    |
| August                                                                                                          | \$459.24                                                  | \$98.57                                                             | \$4.06                                              | \$561.87                                            | \$597.32                    |
| September                                                                                                       | \$459.51                                                  | \$106.09                                                            | \$4.24                                              | \$569.84                                            | \$597.32                    |
| October                                                                                                         | \$470.44                                                  | \$98.85                                                             | \$3.95                                              | \$573.24                                            | \$597.32                    |
| November                                                                                                        | \$468.97                                                  | \$99.18                                                             | \$3.96                                              | \$572.11                                            | \$597.32                    |
| December                                                                                                        | \$464.00                                                  | \$98.81                                                             | \$3.86                                              | \$566.67                                            | \$597.32                    |

### PRESS REPORTS

Local and national media outlets published articles about Arkansas Works and the WCE requirement during 2018, including (sources included in References beginning on page 24):

- On January 4, 2018, Governor Asa Hutchinson and Department of Human Services Director Cindy Gillespie held a press conference highlighting that the state would seek half a billion dollars less in the budget as a result of reduced rolls in Arkansas Works and traditional Medicaid. The roll reductions of approximately 117,000 people and decreased budget request came in large part due to ongoing efforts to ensure accuracy in the eligibility rolls, closing cases of individuals who were no longer residents of Arkansas, and other integrity measures. *U.S. News*, *The Associated Press*, *The Arkansas Democrat-Gazette*, and various other news outlets covered the press conference. (1)
- On January 11, 2018, several Arkansas news outlets reported President Trump's administration had released guidance indicating alignment with WCE requirements similar to those sought by Arkansas in its waiver submission. Articles explained what the work requirement would require, who it would impact, and the anticipated operation and administration of a work requirement were it to be approved. (2)
- On March 5, 2018, CMS approved Arkansas's request to implement a work requirement for Arkansas Works enrollees. Administrator Seema Verma announced the approval during a visit to Arkansas. The work requirement applied in 2018 to people aged 30-49 years old who received coverage through Arkansas Works. Those individuals were rolled into the requirement between June and September of 2018. They were required to work, attend school, search for jobs, attend training, or volunteer for a combined 80 hours a month or have a reporting exemption from the requirement. Several news outlets covered Ms. Verma's visit and announcement. (3)
- On March 8, 2018, the *Arkansas Democrat-Gazette* and various other news outlets reported that the Arkansas legislature had approved the spending bill that authorizes funding for traditional Medicaid and Arkansas Works. The \$8.2 billion spending bill included authorization to spend for coverage of 930,000 Arkansans between both Medicaid programs. (4)
- On April 1 and April 2, 2018, DHS announced that the Arkansas Works portal had launched and enrollees between the ages of 30-49 would receive a letter notifying beneficiaries about the new WCE requirement. DHS encouraged beneficiaries to create an online account, link it to their healthcare coverage, and begin reporting exemptions prior to the June 1 start date. An instructional video on how to link their online accounts was also produced and published. (5)

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- On April 18, 2018, DHS released its monthly expenditure and enrollment report, showing declines in Arkansas Works enrollment. DHS largely attributed the decline to improved integrity measures and an improving state economy. (6)
  - On May 7, 2018, DHS issued a media advisory to remind the public and Arkansas Works beneficiaries that letters were sent to Arkansas Works enrollees whose WCE requirements were starting in June. The advisory explained the letters would provide the beneficiary's status (required to report activities or exempt from reporting) and gave instructions on how to go online to report activities or exemptions. (7)
  - An assortment of coverage from state and national media continued throughout the month of May 2018, including reporting on the registered reporter process created to help assist Arkansas Works beneficiaries report WCE activities. (8)
  - DHS released the monthly Arkansas Works/Medicaid Enrollment and Expenditure report on May 22, 2018, which received media coverage from *The Arkansas Times*. (9)
  - On June 1, 2018, the *Arkansas Democrat-Gazette* highlighted the WCE requirement had begun for the first group of Arkansas Works beneficiaries who would be required to report activities or exemptions by July 5 for the June reporting period. (10)
  - On June 15, 2018, DHS released the monthly Arkansas Works/Medicaid monthly enrollment report, which showed another decrease in Arkansas Works enrollment, which resulted in media coverage from *The Arkansas Times*. (11)
  - Throughout the month of June 2018, DHS conducted training sessions, informational meetings, and other outreach with community groups, associations and stakeholders regarding the Arkansas Works WCE requirement and how those groups could help beneficiaries succeed. The local National Public Radio (NPR) affiliate, KUAR, covered those efforts on June 20, 2018. (12)
  - During the second quarter of 2018, the WCE requirement in Arkansas gained not only media attention from within the state, but national and international media outlets also produced a variety of reports. A sample of the coverage is included. (13)
  - July 5, 2018 marked the end of the June reporting period for the WCE requirement, the first such reporting period following the implementation of the requirement. (14)

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- On July 13, 2018, [DHS released its first monthly report of the WCE requirement](#). The data revealed the majority of those subject to the requirement were already working or involved in community engagement activities to warrant a reporting exemption. Of those required to report, roughly 7,000 did not meet the requirement. (15)
  - August 5, 2018 marked the end of the second reporting period under the Arkansas Works WCE requirement. DHS requested that media remind enrollees about the upcoming deadline to report work and community engagement activities. (16)
  - On August 14, 2018, DHS [released its monthly Arkansas Works report for the WCE requirement for the July reporting period](#) along with the monthly Medicaid enrollment and expenditure report, which was covered by local and national media outlets. (17)
  - On August 14, 2018, a number of media also reported that a federal lawsuit had been filed challenging the approval of the Arkansas Works WCE requirement by CMS. (18)
  - On September 12, 2018, Arkansas Governor Asa Hutchinson was joined by DHS Director Cindy Gillespie and Department of Workforce Services (DWS) Director Daryl Bassett in a news conference [presenting the Arkansas Works WCE requirement report for the August](#) reporting period. [The outcomes for that month included 4,353 enrollees](#) who had not met the requirement for three months and whose cases therefore were closed and their coverage ended for the remainder of the calendar year.

Governor Hutchinson also highlighted how hundreds of Arkansas Works enrollees were given job-searching and services assistance through DWS and discussed individual success stories of those who had found employment or improved their employment situation following the start of the WCE requirement. Media coverage of the outcomes extended to both the local and national level. (19)

- In early October 2018, national coverage included articles regarding the Trump administration's support of Arkansas as the nation's first state to implement WCE requirements for Medicaid. (20)
- On October 15, 2018, DHS released [its monthly Arkansas Works WCE report for the September](#) reporting period. Coverage included both local and national outlets. (21)
- On October 24, 2018, DHS [issued a press release](#) urging Arkansas Works enrollees to pay overdue premiums to avoid tax interception. Local outlets, including *Fox16 News* covered the release. (22)
- In November 2018, local outlets reported on the updated filings in the federal lawsuit regarding the Arkansas Works WCE requirement. (23)



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- Additional local coverage on November 12, 2018 included articles regarding MACPAC's encouraging HHS to suspend the WCE requirement. (24)
  - In mid-November 2018, DHS released its monthly Arkansas Works WCE report for the October reporting period. Local and national outlets included the statistics of compliance and noncompliance in their news coverage spanning several days. (25)
  - On December 12, 2018, DHS [announced in a press release](#) that it was expanding report-by-phone options for Arkansas Works enrollees, including the option to call DHS directly through a DHS Helpline, seven days a week, starting December 19, 2018. (26)
  - On December 15, 2018, DHS [released its monthly Arkansas Works WCE report](#) for the November reporting period. Coverage on the report included state and national media for several days. (27)
  - Kaiser released a study on December 20, 2018 regarding the Arkansas Works WCE requirement, alleging confusion among participants of the program about the WCE, which led to coverage and questions from reporters on a state and national front. (28)
  - Filings in the federal lawsuit challenging the approval of the Arkansas Works WCE requirement prompted coverage in late December 2018. (29)

## **OUTREACH EFFORTS**

Beginning May 1, 2018, the Arkansas Foundation for Medical Care (AFMC) placed phone calls on behalf of DHS to Arkansas Works beneficiaries whose WCE requirements were beginning and who were believed to be required to report WCE activities during the quarter. The target audience were those beneficiaries whose WCE requirement would be starting the following month. AFMC's primary goals were (1) to ensure the beneficiary was aware of his or her status, (2) to assist the beneficiary with questions, and (3) to educate the beneficiary on the reporting process along with resources to help meet the WCE requirement.



| AFMC Outreach Beneficiaries Required to Report WCE Activities Following Month<br>(May-December 2018) |                                  |                        |                                     |                                     |
|------------------------------------------------------------------------------------------------------|----------------------------------|------------------------|-------------------------------------|-------------------------------------|
| Month                                                                                                | Beneficiaries in Target Audience | Number of Calls Placed | Beneficiaries Successfully Educated | Referrals to WCE activity resources |
| January                                                                                              | *                                | *                      | *                                   | *                                   |
| February                                                                                             | *                                | *                      | *                                   | *                                   |
| March                                                                                                | *                                | *                      | *                                   | *                                   |
| April                                                                                                | *                                | *                      | *                                   | *                                   |
| May                                                                                                  | 11,547                           | 39,328                 | 2,511                               | 247                                 |
| June                                                                                                 | 8,905                            | 47,367                 | 2,023                               | 221                                 |
| July                                                                                                 | 7,883                            | 34,984                 | 1,850                               | 624                                 |
| August                                                                                               | 9,040                            | 28,144                 | 2,149                               | 1,066                               |
| September                                                                                            | 837                              | 5,511                  | 837                                 | 785                                 |
| October                                                                                              | 1,024                            | 5,903                  | 559                                 | 1,155                               |
| November                                                                                             | 889                              | 6,029                  | 442                                 | 1,170                               |
| December                                                                                             | 5,702                            | 18,913                 | 1,893                               | 1,134                               |

DHS also conducted outreach efforts by providing informational flyers and materials, presentations, webinars, and trainings to a variety of different community organizations and groups. Specific outreach was conducted with the following groups, among others, from April 1 – June 30, 2018:

- Substance Abuse Providers
- The Arkansas Hospital Association
- Arkansas Board of Pharmacy
- Crisis Stabilization Units
- Central Arkansas Veterans Hospital System
- National Guard Family Assistance Coordinators
- Arkansas Dept. of Finance and Administration
- Arkansas Department of Health
- Hunger Relief Alliance
- Interfaith Alliance
- Community Action Agencies
- Central Arkansas Homeless Coalition
- Goodwill Industries of Arkansas
- The Arkansas Pharmacy Association
- The Arkansas Medical Society
- Federally Qualified Health Centers Association
- CHI-St. Vincent Hospital
- Community Mental Health Centers
- Arkansas Dept. of Community Corrections
- Arkansas Department of Higher Education
- Community College Association
- Rural Community Alliance
- Arkansas Literacy Councils
- Our House Homeless Shelter
- Central Arkansas Library System

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DHS would like to see all Arkansas Works beneficiaries be successful under the WCE requirement. To that end, outreach efforts to those beneficiaries subject to the WCE requirement began in March 2018 with letters to beneficiaries informing them about the work and community engagement requirement. Each beneficiary received an informational packet containing a flyer about Department of Workforce Services (DWS) resources, public internet access in their areas, etc.

Social media outreach and communication materials were provided throughout 2018 with information on activities and exemptions to reporting, ways to report online and by phone, ways to receive help at the local county office in their areas, step-by-step videos on how to report, informational videos on services from DWS, etc. DWS also sent emails during the year to remind beneficiaries about the services DWS can help with.

Those efforts represent an unprecedented outreach effort for the agency both through DHS staff, our outreach partners at AFMC, and the QHPs that cover these beneficiaries.

Furthermore, DHS has made efforts to educate, inform, and provide communication materials throughout the process to this non-exhaustive list of community partners:

- Community groups (Central Arkansas Library System, Central Arkansas Homeless Coalition, Rural Community Alliance, National Guard Family Assistance Coordinators).
- Healthcare organizations (Board of Pharmacy, Medical Society, Substance Abuse Providers, Federally Qualified Health Centers, the Arkansas Hospital Association, Health Department local units, Crisis Stabilization Units).
- Advocates (Our House Shelter, Homeless Coalition, Arkansas Advocates for Children and Families, Interfaith Alliance).
- Education groups, including those for two-year colleges and universities.
- Retail and service locations (Fun Wash laundry centers, Best Rent-to-Own North Little Rock, Edwards Food Giant grocery stores).

**Those outreach efforts across DHS and its partners in 2018 included:**

- More than 230,000 phone calls made to new and existing enrollees.
- More than 312,000 emails sent to beneficiaries (DHS sent at least three emails a month to enrollees who provided email addresses – more if they showed in the system as having any months of not meeting the work and community engagement requirement)
- 38,000 texts sent.
- 918 DHS social media posts across various platforms.
- More than 30 webinars or in-person trainings completed for stakeholders and advocacy groups.
- More than 20,000 postcards distributed via emergency rooms, hospitals, physicians, and other providers.
- Videos with information about the WCE requirement distributed and on display in the 85 county offices across the state.
- Facebook Live Q&A sessions with DHS staff and partners at Arkansas Department of Higher Education (DHE) and DWS.

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- Informational slides added to Department of Finance and Administration (DFA) Revenue Office informational screens.

## **PUBLIC FORUMS**

On June 26, 2018, the Arkansas Department of Human Services held a Post-Award Forum on the Arkansas Works 1115 Demonstration at the Hillary Clinton Children's Library in Little Rock, Arkansas. Attached is the transcript for the forum.



## **LAWSUITS**

**August 2018** - A lawsuit was filed in the U.S. District Court of the District of Columbia naming CMS as a defendant. Arkansas Department of Human Services, State of Arkansas has intervened in the litigation and is now a party. The outcome of this case is currently pending.

All pleadings and motions were filed as of mid-January 2019, and the court stated in the scheduling order it would rule before the end of March 2019.

## **Key Milestones Accomplished**

Planning, policy, and system development, as well as partner and stakeholder engagement and resource availability assessment began in January 2017 and has been ongoing.

Upon approval of the WCE requirement, Arkansas began finalizing plans and testing the process to implement the requirement on June 1, 2018. Based on data as of March 2, 2018, there were 171,449 Arkansas Works beneficiaries ages 19–49. Approximately 69,000 beneficiaries had no initial exemption identified through system data.

Due to the number of beneficiaries affected, Arkansas phased in work requirements by age group. From June through September 2018, beneficiaries ages 30–49 who were at or below 100% FPL were phased in to the WCE requirement. Beneficiaries ages 19 – 29 who were at or below 100% FPL were to be phased in beginning in January 2019.

Based on the same data, there were 125,242 Arkansas Works beneficiaries ages 30–49. Of those, 38,321 had no reporting exemption identified through system data. Arkansas chose to phase in this group over four months based on when their coverage was due for renewal. The chart below shows the month the work requirement began, the corresponding renewal months, and the number of beneficiaries that were projected to be included in each period.

| Month Work Requirement Begins | Renewal Months      | Approximate number of beneficiaries required to report work activities |
|-------------------------------|---------------------|------------------------------------------------------------------------|
| June 2018                     | Jan., Feb., Mar.    | 9,152                                                                  |
| July 2018                     | April, May, June    | 9,341                                                                  |
| August 2018                   | July, August, Sept. | 8,682                                                                  |
| September 2018                | Oct, Nov, Dec       | 11,146                                                                 |
| <i>Data date: 3/2/2018</i>    | <b>TOTAL</b>        | 38,321                                                                 |

The planning, testing, implementation, and monitoring timeline is provided below:

- **March 15, 2018** – Mass notices were issued to all Arkansas Works beneficiaries informing them of the change in the program and upcoming implementation of WCE requirements. The notice instructed beneficiaries that no additional action was required at that time and encouraged individuals to provide an email address to DHS if they had not already provided an email address.
- **March 30, 2018** – The Arkansas Works online portal went live. Beneficiaries were able to begin linking their secure online accounts and reporting exemptions.
- **April 1, 2018** – New Arkansas Works beneficiaries ages 30–49 approved effective April 1, 2018, or later became subject to the WCE requirement and had their beginning dates for completing and reporting work activities set for the second month after approval.



Sammple Required to Work Letter



Get Ready to Work Flyer

- **April 1–8, 2018** – The dates were set for 30-49 year olds to begin the WCE requirement and notices were mailed to each individual with specific details about the requirement, services available through Arkansas DWS, and instructions on how to access and log in to the online portal.



Work Activities Notice



Exempt From Work Notice

- **April 13, 2018** –The first data file of Arkansas Works beneficiaries containing specific information regarding WCE details was provided to Arkansas DWS, AFMC, and QHP carriers. Outreach and education began, with updated files being provided weekly thereafter.

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- **April 20, 2018** – An Arkansas Works button and banner were added to the DHS website homepage, which link to materials, flyers, sample notices, informational guides and instruction videos. The site also includes a resource dashboard to point Arkansas Works beneficiaries to free Internet access points, free job services, and education opportunities in their areas. It also includes information for those interested in becoming a registered reporter to help beneficiaries report WCE activities.
  - **May 8, 2018** – Arkansas Works beneficiaries ages 30–49 who were scheduled to begin the WCE requirement in June 2018 were mailed individually-tailored notices. The notice contained information regarding any reporting exemption and the type of exemption that has been identified through data in state systems for that beneficiary. Those who were exempt were instructed no additional action is necessary unless their circumstances change, and they will be notified when they are expected to take further action. Those without an identified exemption received a notice instructing them they are required to begin completing and reporting WCE activities during the month of June 2018. The notice contained details about the WCE requirement, how and where to report a previously unidentified exemption and/or completion of activities. The notice informed them of the consequences of not meeting the requirement.
  - **May 16, 2018** - GIS Analysis was completed to map out how far “at risk” Arkansas Works beneficiaries lived from the closest public access Internet site as recorded on the DHS resource dashboard. Over 92 percent of Arkansas Works beneficiaries with an expected WCE requirement were within ten miles of a public access site. A letter and email were sent to those beneficiaries who lived more than 20 miles from a public access site (about 269 clients) informing them of the Registered Reporter process. The link to the resource dashboard provided can be found here:  
[https://ardhs.sharepointsite.net/ARWorks/resource\\_dashboard/index.html](https://ardhs.sharepointsite.net/ARWorks/resource_dashboard/index.html)
  - **June 1, 2018** – Implementation of WCE requirement began for individuals ages 30–49.
  - **June 8, 2018** - Arkansas Works beneficiaries ages 30–49 who were scheduled to begin the WCE requirement in July 2018 were mailed individually-tailored notices.
  - **June 26, 2018** – The Post-Award Forum was held at 10:00 AM at the Hillary Rodham Clinton Children’s Library and Learning Center, 4800 W. 10<sup>th</sup> Street, Little Rock, AR 72204.
  - **June 29, 2018** – DHS had received 73 authorization forms for registered reporters to assist Arkansas Works beneficiaries with limitations in reporting WCE activities. Reporters included individuals from QHPs, healthcare providers, community groups, and private organizations.
  - **July 8, 2018** - Arkansas Works beneficiaries ages 30–49 who were scheduled to begin the WCE requirement in August were mailed individually-tailored notices.
  - **August 8, 2018** - Arkansas Works beneficiaries ages 30-49 who were scheduled to begin the WCE requirement in September 2018 were mailed individually-tailored notices.
  - **August 30, 2018** – The monitoring phase began, and the first quarterly report was posted to the Arkansas DHS website.

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- **September 8, 2018**- Arkansas Works beneficiaries ages 30–49 were phased into the WCE requirement and were required to begin reporting activities or exemptions to DHS.
  - **November 1, 2018** - New Arkansas Works beneficiaries ages 19–29 approved beginning November 1, 2018, or later were set to become subject to the WCE and be required to complete and report work activities beginning the second month after approval.
  - **November 1 – 8, 2018** – The work requirement phase-in was set based on renewal months for beneficiaries 19–29 years of age and notices were mailed to each individual with specific details about the WCE requirement, services available through Arkansas DWS, and instructions on how to access and log in to the online portal.
  - **December 8, 2018** - Arkansas Works beneficiaries ages 19–29 who were scheduled to begin the WCE requirement in January 2019 were mailed individually-tailored notices. The notice contained information regarding any reporting exemption and the type of exemption that had been identified through data in DHS systems. Those who were exempt were told that no action was necessary unless their circumstances change. They also were informed that they will be notified when they are expected to take further action. Those without a reporting exemption received a notice that instructed them to begin completing and reporting work activities during the month of January 2019. The notice contained details about the work requirement along with how and where to report a previously unidentified exemption or the activities for the month. The notice also informed them of the consequence of not meeting the requirement.

## ❖ Evaluation Progress and Activities

The Arkansas Center for Health Improvement (ACHI) was contracted to complete the initial Medicaid expansion evaluation. DHS is in the process of procuring a vendor to evaluate the ongoing Arkansas Works program. A separate evaluation will be procured for the recently approved WCE waiver amendment. The initial Arkansas Works evaluation assessed the demonstration goals of improving access, care and outcomes, reducing churn, and lowering costs by measuring whether:

- Beneficiaries would have equal or better access to health care compared with what they would have otherwise had in the Medicaid fee-for-service system over time.
- Beneficiaries would have equal or better care and outcomes compared with what they would have otherwise had in the Medicaid fee-for-service system over time.
- Beneficiaries would have better continuity of care compared with what they would have otherwise had in the Medicaid fee-for-service system over time.
- Services provided to beneficiaries would prove to be cost effective.
- The employer-sponsored insurance program would produce greater system efficiencies and individual outcomes than QHP premium assistance program.

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- Beneficiaries would effectively participate in an incentive benefits program.

## **Evaluation Activities**

- Conducted two Full Evaluation Team Meetings.
- Conducted four internal meetings with members of the Evaluation's Data Team to discuss the progress of data and indicators for the final report.
- Conducted eight internal ACHI Planning Meetings to plan the final report.
- Conducted five internal meetings with the ACHI data team to discuss the receiving and processing of data.
- Conducted one meeting with DHS to review the Health Care Independence Program 'Private Option' final report.
- Conducted seven internal meetings with members of the qualitative studies team to discuss the simulated patient 'secret shopper' survey and the one-on-one individual interviews.
- Continued completion of the final data and indicators analysis for the final report draft.
- Began editing draft sections of the final report.
- Completed the final analyses of data and construction of indicators for the Health Care Independence Program 'Private Option' final report.
- Completed and submitted the final report to DHS.
- Submitted final report to CMS.

## **Evaluation Vendor Procurement**

DHS is currently in the process of securing a contract with a qualified vendor to provide all of the tasks associated with evaluating the Arkansas Works program. The vendor will conduct qualitative and quantitative analysis comparing the Arkansas Works population with the traditional Medicaid population to examine access to services and other metrics. This evaluation is required by CMS as part of the Terms and Conditions of the Arkansas Works 1115 Demonstration Waiver. The selected vendor under this procurement must also be able to provide a transition from the current vendor while executing contracted services.

Arkansas Medicaid will seek a separate evaluation of the WCE requirement demonstration. The evaluation for the WCE requirement will cover the implementation efforts, outcomes and effects (short-term and long-term, tangible and intangible), and sustainability of the WCE requirements and activities as part of a lasting improvement to the social fabric and population health of all Arkansans. This WCE requirement evaluation design is in addition to the evaluation of the overall Arkansas Works program referenced above.

DHS has submitted a proposed evaluation for the WCE requirement and has been collaborating with CMS to obtain feedback on the proposal. DHS will continue to collaborate with CMS regarding the evaluation proposal. Once the evaluation proposal is approved, DHS will use a Request for Proposal (RFP) process to procure the capabilities necessary for evaluation of the WCE requirement.



Once finalized, the procurement will be posted online. The successful bidder must have demonstrated experience in evaluating the impact of WCE requirements on participation in income security programs.

Community Engagement Eligibility and Enrollment Monitoring

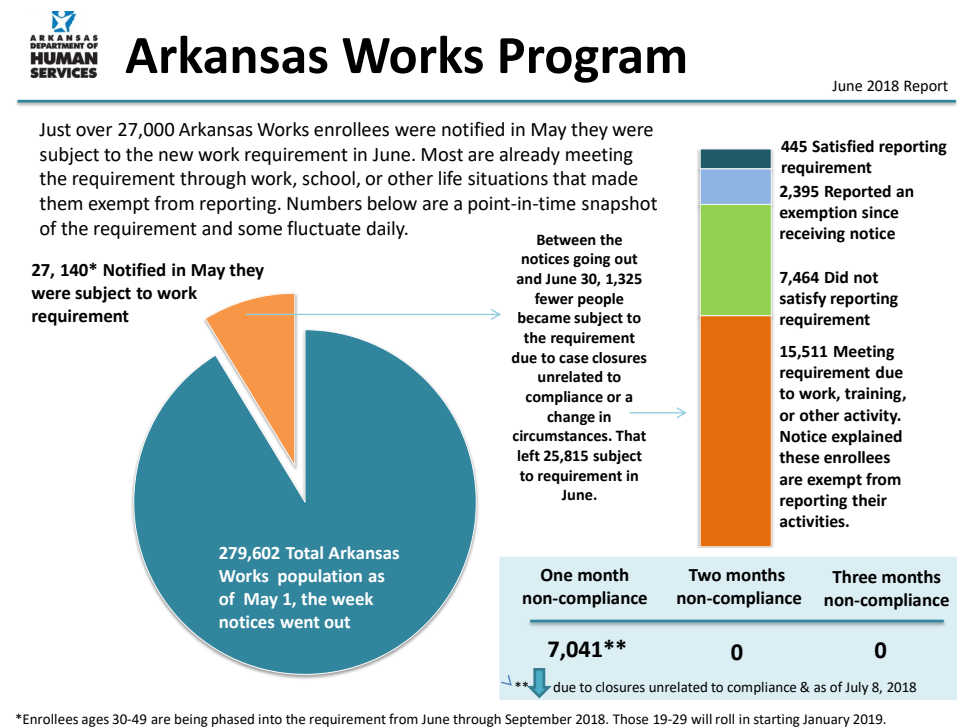
The State of Arkansas submitted its community engagement eligibility and enrollment monitoring plan as required by special term and condition (STC) 54 of the state's Arkansas Works 1115 Demonstration, (Project No. 11-W-00287/6).

The monitoring plan has been incorporated in the STCs as "Attachment A." As outlined in STC 54, the state will provide status updates on the implementation of the eligibility and enrollment monitoring plan as part of the state's quarterly and annual monitoring reports. Attached below are the monitoring reports for 2018.



Work and Community Engagement Snapshot

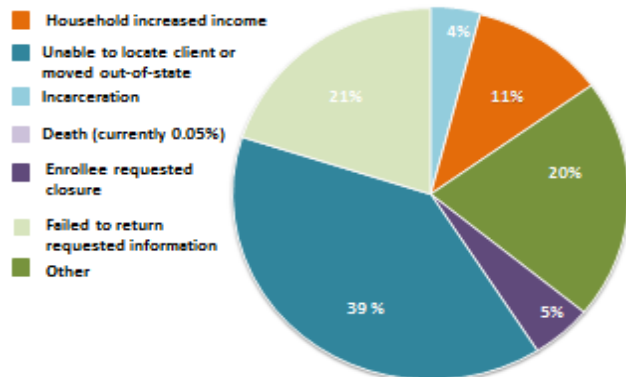
Snapshots of the program from June-December 2018 during the WCE requirement implementation are included in the following pages.



# Arkansas Works Program

June 2018 Report

Every Medicaid program has what is known as "churn," cases that close for various reasons. It is not uncommon for those individuals to take action and come back on a program after receiving a closure notice. The total number of Arkansas Works cases closed in June was 14,140. Below the closures are broken down by type.



Top four reasons people were exempt from reporting in June

|                                                            |       |
|------------------------------------------------------------|-------|
| Employed at least 80 hours a month                         | 8,375 |
| Already meeting SNAP requirement through work or exemption | 3,480 |
| At least one dependent child in the home                   | 2,731 |
| Medically frail/disabled                                   | 2,208 |



\*June 2018 Report

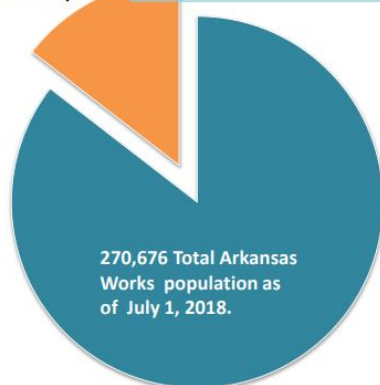


# Arkansas Works Program

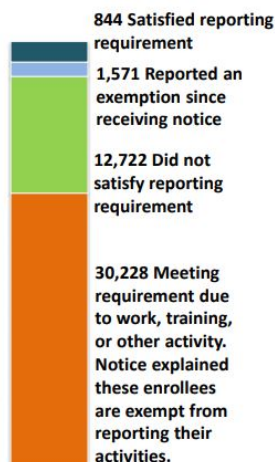
July 2018 Report

As of June 8, DHS data showed just over 46,000 Arkansas Works enrollees were subject to the work requirement in July. Most are already meeting the requirement through work, school, or other life situations that made them exempt from reporting. Numbers below are a point-in-time snapshot of the requirement and some fluctuate daily.

46,025\* Originally estimated to be subject to work requirement in July (includes June)



Between June 8 and August 7, 2018, 2,231 fewer people became subject to the requirement due to case closures unrelated to compliance or a change in circumstances. That left 43,794 subject to the requirement in July.



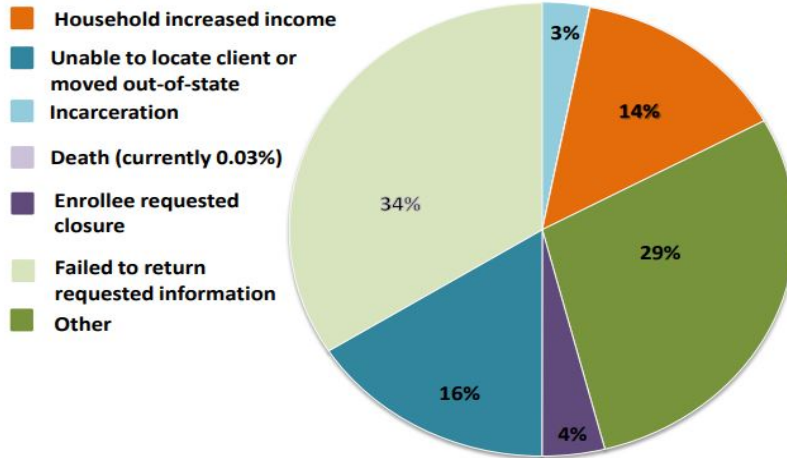
| One month non-compliance                                         | Two months non-compliance | Three months non-compliance |
|------------------------------------------------------------------|---------------------------|-----------------------------|
| 6,531**                                                          | 5,426**                   | 0                           |
| *** due to closures unrelated to compliance & as of Aug. 7, 2018 |                           |                             |

\*Enrollees ages 30-49 are being phased into the requirement from June through September 2018. Those 19-29 will roll in starting January 2019.

# Arkansas Works Program

July 2018 Report

Every Medicaid program has what is known as “churn,” cases that close for various reasons. It is not uncommon for those individuals to take action and come back on a program after receiving a closure notice. The total number of Arkansas Works cases closed in July was 14,441. Below the closures are broken down by type.



## Top four reasons people were exempt from reporting in July

|                                                            |        |
|------------------------------------------------------------|--------|
| Employed at least 80 hours a month                         | 13,951 |
| Already meeting SNAP requirement through work or exemption | 5,780  |
| Medically frail/disabled                                   | 4,282  |
| At least one dependent child in the home                   | 4,192  |



\*July 2018 Report

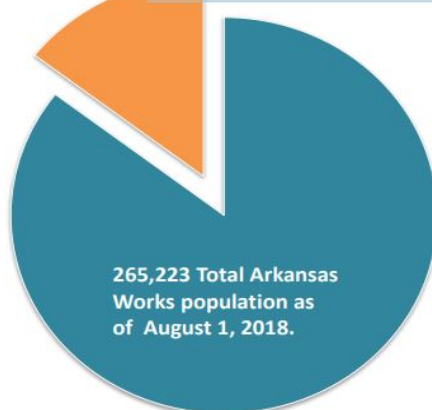


# Arkansas Works Program

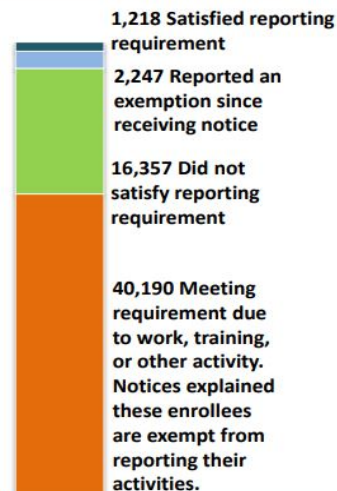
August 2018 Report

As of July 8, DHS data showed just over 62,000 Arkansas Works enrollees were subject to the work requirement in August. Most are already meeting the requirement through work, school, or other life situations that made them exempt from reporting. Numbers below are a point-in-time snapshot of the requirement and some fluctuate daily.

62,635\* Originally estimated to be subject to work requirement in August



Between July 8 and Sept. 9, 2018, 2,623 fewer people became subject to the requirement due to case closures unrelated to compliance or a change in circumstances. That left 60,012 subject to the requirement in August.



| One month non-compliance | Two months non-compliance | Three months non-compliance (closed) |
|--------------------------|---------------------------|--------------------------------------|
| 6,174**                  | 5,076**                   | 4,353                                |

\*\* due to closures unrelated to compliance & as of Sept. 9, 2018

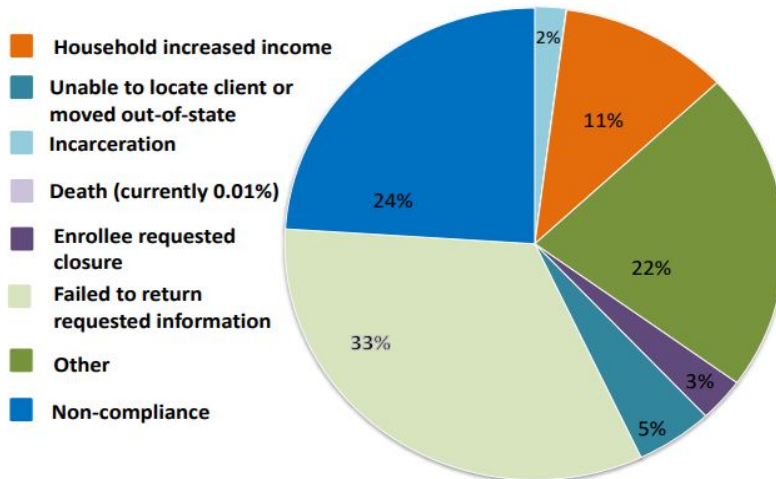
\*Enrollees ages 30-49 are being phased into the requirement from June through September 2018. Those 19-29 will roll in starting January 2019.



# Arkansas Works Program

August 2018 Report

Every Medicaid program has what is known as “churn,” cases that close for various reasons. It is not uncommon for those individuals to take action and come back on a program after receiving a closure notice. The total number of Arkansas Works cases closed in August was 18,057. Of those, only 4,353 closed due to non-compliance with the work requirement. Below the closures are broken down by type.



## Top four reasons people were exempt from reporting in August

|                                                            |        |
|------------------------------------------------------------|--------|
| Employed at least 80 hours a month                         | 19,391 |
| Already meeting SNAP requirement through work or exemption | 7,776  |
| Medically frail/disabled                                   | 6,273  |
| At least one dependent child in the home                   | 5,717  |



\*August 2018 Report

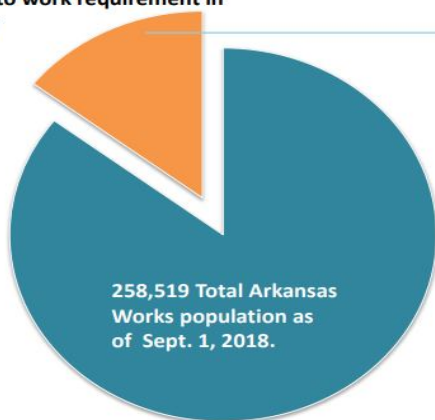


# Arkansas Works Program

September 2018 Report

As of August 10, DHS data showed just over 76,200 Arkansas Works enrollees were subject to the work requirement in September. Most are already meeting the requirement through work, school, or other life situations that made them exempt from reporting. Numbers below are a point-in-time snapshot of the requirement and some fluctuate daily.

76,222\* Originally estimated to be subject to work requirement in September



Between Aug. 10 and Oct. 8, 2018, 2,956 fewer people became subject to the requirement due to case closures unrelated to compliance or a change in circumstances. That left 73,266 subject to the requirement in September.

1,532 Satisfied reporting requirement

2,263 Reported an exemption since Aug. 10, 2018

16,757 Did not satisfy reporting requirement

52,714 Meeting requirement due to work, training, or other activity. These enrollees were exempt from reporting their activities.

| One month non-compliance | Two months non-compliance | Three months non-compliance (closed) |
|--------------------------|---------------------------|--------------------------------------|
| 7,748**                  | 4,841**                   | 4,109                                |

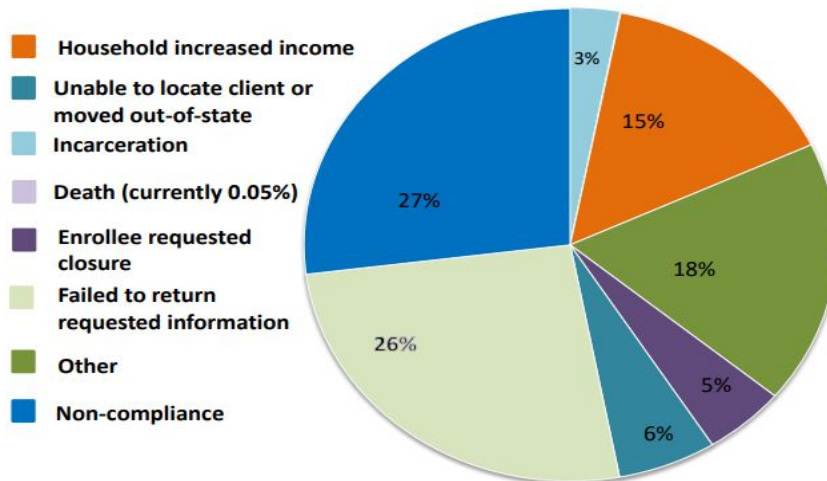
\*\* due to closures unrelated to compliance & as of Oct. 8, 2018

\*Enrollees ages 30-49 are being phased into the requirement from June through September 2018. Those 19-29 will roll in starting January 2019.

# Arkansas Works Program

September 2018 Report

Every Medicaid program has what is known as “churn,” cases that close for various reasons. It is not uncommon for those individuals to take action and come back on a program after receiving a closure notice. The total number of Arkansas Works cases closed in September was 15,276. Of those, only 4,109 closed due to non-compliance with the work requirement. Below the closures are broken down by type.



## Top four reasons people were exempt from reporting in September

|                                                            |        |
|------------------------------------------------------------|--------|
| Employed at least 80 hours a month                         | 25,368 |
| Already meeting SNAP requirement through work or exemption | 9,705  |
| Medically frail/disabled                                   | 8,020  |
| At least one dependent child in the home                   | 7,432  |



\*September 2018 Report

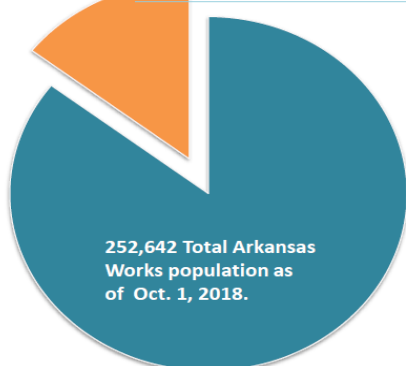


# Arkansas Works Program

October 2018 Report

As of September 8, DHS data showed just over 71,500 Arkansas Works enrollees were subject to the work requirement in October. Most are already meeting the requirement through work, school, or other life situations that made them exempt from reporting. Numbers below are a point-in-time snapshot of the requirement and some fluctuate daily.

71,514\* Originally estimated to be subject to work requirement in October



Between Sept. 8 and Nov. 7, 2018, 2,473 fewer people became subject to the requirement due to case closures unrelated to compliance or a change in circumstances. That left 69,041 subject to the requirement in October.

1,525 Satisfied reporting requirement  
1,590 Reported an exemption since Sept. 8, 2018

12,128 Did not satisfy reporting requirement

53,798 Meeting requirement due to work, training, or other activity. These enrollees were exempt from reporting their activities

| One month non-compliance | Two months non-compliance | Three months non-compliance (closed) |
|--------------------------|---------------------------|--------------------------------------|
| 2,600**                  | 6,002**                   | 3,815                                |

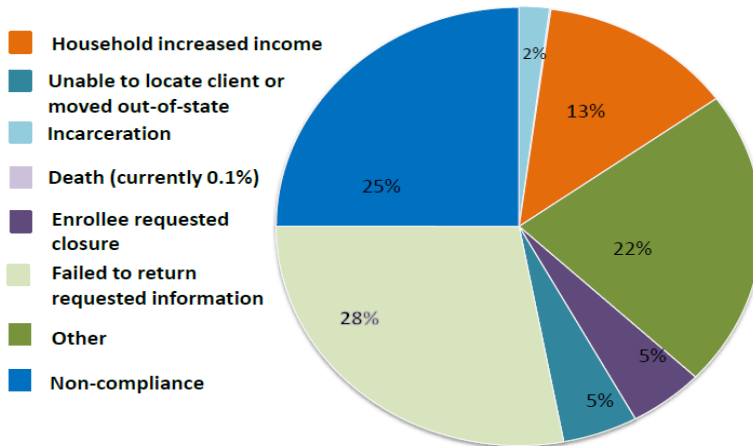
\*\* Numbers as of Nov. 7, 2018.

\*Enrollees ages 30-49 were phased into the requirement from June through September 2018. Those 19-29 will roll in starting January 2019.

# Arkansas Works Program

October 2018 Report

Every Medicaid program has what is known as "churn," cases that close for various reasons. It is not uncommon for those individuals to take action and come back on a program after receiving a closure notice. The total number of Arkansas Works cases closed in October was 15,081. Of those, only 3,815 closed due to non-compliance with the work requirement. Below the closures are broken down by type.



## Top four reasons people were exempt from reporting in October

|                                                            |        |
|------------------------------------------------------------|--------|
| Employed at least 80 hours a month                         | 25,425 |
| Already meeting SNAP requirement through work or exemption | 9,913  |
| Medically frail/disabled                                   | 8,271  |
| At least one dependent child in the home                   | 7,147  |



\*October 2018 Report

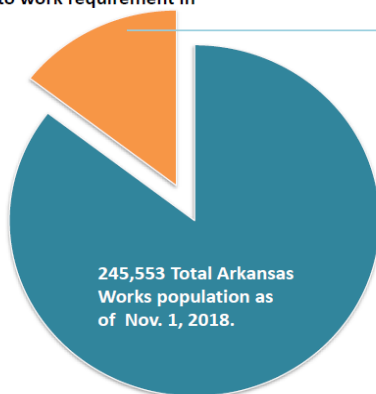


# Arkansas Works Program

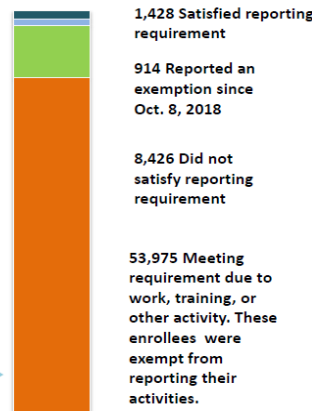
November 2018 Report

As of October 8, DHS data showed just over 66,600 Arkansas Works enrollees were subject to the work requirement in November. Most are already meeting the requirement through work, school, or other life situations that made them exempt from reporting. Numbers below are a point-in-time snapshot of the requirement and some fluctuate daily.

66,628\* Originally estimated to be subject to work requirement in November



Between Oct. 8 and Dec. 7, 2018, 1,885 fewer people became subject to the requirement due to case closures unrelated to compliance or a change in circumstances. That left 64,743 subject to the requirement in November.



| One month non-compliance | Two months non-compliance | Three months non-compliance (closed) |
|--------------------------|---------------------------|--------------------------------------|
| 2,429**                  | 1,936**                   | 4,655                                |

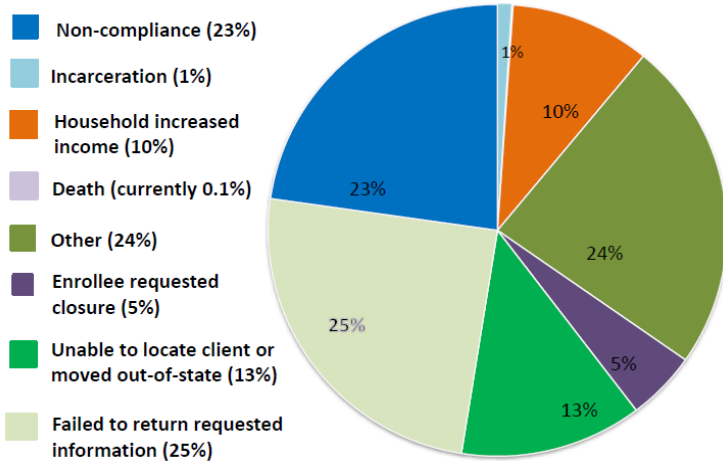
\*\* Numbers as of Dec. 7, 2018

\*Enrollees ages 30-49 were phased into the requirement from June through September 2018. Those 19-29 will roll in starting January 2019.

# Arkansas Works Program

November 2018 Report

Every Medicaid program has what is known as “churn,” cases that close for various reasons. It is not uncommon for those individuals to take action and come back on a program after receiving a closure notice. The total number of Arkansas Works cases closed in November was 20,494. Of those, only 4,655 closed due to non-compliance with the work requirement. Below the closures are broken down by type.



## Top four reasons people were exempt from reporting in November

|                                                            |        |
|------------------------------------------------------------|--------|
| Employed at least 80 hours a month                         | 25,149 |
| Already meeting SNAP requirement through work or exemption | 9,984  |
| Medically frail/disabled                                   | 8,393  |
| At least one dependent child in the home                   | 6,765  |



\*November 2018 Report

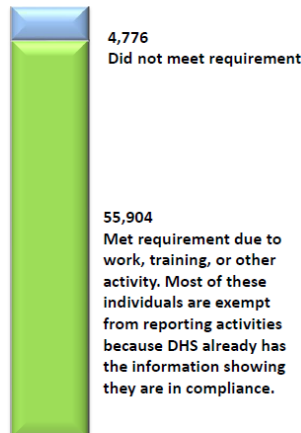
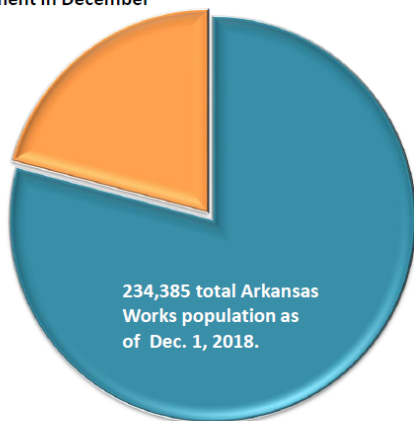


# Arkansas Works Program

December 2018

Just over 60,600 Arkansas Works enrollees were subject to the work requirement in December. Most are already meeting the requirement through work, school, or other life situations that made them exempt from reporting. Numbers below are a point-in-time snapshot of the requirement and some fluctuate daily.

60,680 subject to work requirement in December\*



## Months of Not Meeting Requirement

| One month | Two months | Three months (closed) |
|-----------|------------|-----------------------|
| 0**       | 0**        | 1,232                 |

\*\*Numbers as of Jan. 7, 2019. Months reset at end of each calendar year.

\*Enrollees ages 30-49 are subject to the requirement in 2018. Those 19-29 will phase in from January to June 2019.



Every Medicaid program has what is known as “churn,” cases that close for various reasons. It is not uncommon for those individuals to take action and come back on a program after receiving a closure notice. The total number of Arkansas Works cases closed in December was 15,981. Of those, only 1,232 closed due to not meeting the requirement.

Of the enrollees whose coverage ended in 2018 due to not meeting the requirement, 966 have applied for and gained coverage in 2019. Of those, 963 are in Arkansas Works.

## Outreach Efforts April – December 2018

includes DHS, AFMC,  
insurance carriers, and DWS

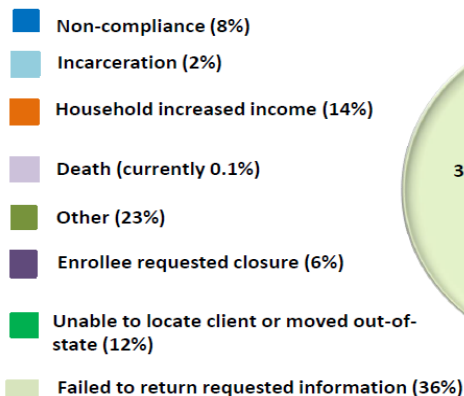
Phone Calls **230,307**

Letters **592,102**

Emails **311,934**

Text Messages **38,766**

Social Media  
Posts **918**



\*December 2018 Report

## ❖ Quality Assurance

The initial Medicaid expansion evaluation assessed the quality of care provided to beneficiaries by analyzing whether enrollees have equal or better care and outcomes over time, compared with what they would have had otherwise in the Medicaid fee-for-service system. Health care and outcomes were evaluated using the following measures:

- Use of preventive and health care services.
- Experience with the care provided.
- Use of emergency room services (including emergent and non-emergent use).
- Potentially preventable emergency department and hospital admissions.

The initial evaluation also explored whether beneficiaries have better continuity of care compared with what they would have otherwise had in the Medicaid fee-for-service system over time.

Continuity was evaluated using the following measures:

- Gaps in insurance coverage.
- Maintenance of continuous access to the same health plans.
- Maintenance of continuous access to the same providers.

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<sup>i</sup> Seema Verma's approval -- 3/5/18, pg. 2 (<https://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Waivers/1115/downloads/ar/ar-works-ca.pdf>)

<sup>ii</sup> Moritz, J. & Riddle, B. (2018 March 5) Work Requirement OK'd for Arkansas' Medicaid expansion; state panel approves reauthorizing program. *Arkansas Democrat-Gazette*, <https://www.arkansasonline.com/news/2018/mar/05/work-requirement-okd-arkansas-medicaid-expansion-p/>.

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ARKANSAS DEPARTMENT OF HUMAN SERVICES

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Tuesday, June 26, 2018  
Hillary Clinton Children's Library  
and Learning Center  
4800 West Tenth Street  
Little Rock, Arkansas  
10:00 a.m.

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IN RE: June 26, 2018  
Arkansas Works Post Award Forum  
Public Hearing

---O---

COURT REPORTER:

DEBBYE L. PETRE, CCR  
Post Office Box 1027  
Little Rock, Arkansas 72203-1027

## A P P E A R A N C E S:

ON BEHALF OF ARKANSAS DEPARTMENT OF  
HUMAN SERVICES, DIVISION OF MEDICAL SERVICES:

MS. MARY FRANKLIN, DHS

MR. JOHN CARTER, DHS

MR. JUSTIN MIZELL, DHS

## OTHERS IN ATTENDANCE:

(See Sign-In List)

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## I N D E X

SPEAKERS:

SIGN IN SHEET

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EXHIBITS

(None marked.)

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Reporter's Certificate..... 16

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1 \* \* \* \* \*

2 P R O C E E D I N G S

3 \* \* \* \* \*

4 TUESDAY, JUNE 26, 2018

5 \* \* \* \* \*

6 10:00 a.m.

7 \* \* \* \* \*

8 MS. MARY FRANKLIN: Good morning. My  
9 name is Mary Franklin, and I am the Director  
10 of County Operations for the Arkansas  
11 Department of Human Services. And today we  
12 are here to hold the Arkansas Works Post  
13 Award Forum. And we will take your comments  
14 about the Arkansas Works Approved Waiver.

15 I have a brief presentation just to  
16 summarize changes that were approved in the  
17 Waiver, and then at the conclusion of the  
18 presentation, I will be glad to take your  
19 comments. We do ask that you -- if you have  
20 a comment, that you identify yourself by  
21 name, make sure our court reporter can see  
22 you and hear you before you begin making  
23 your comments.

24 There were three new elements approved  
25 -- three elements approved in our Arkansas



1 Works Waiver Amendment. The Waiver  
2 Amendment allows us to establish a work  
3 requirement as a condition of eligibility  
4 for Arkansas Works, it allows us to  
5 eliminate the Employer-Sponsored Insurance  
6 Premium Assistance Program, and eliminated  
7 conditions associated with the Waiver of  
8 Retroactive Eligibility.

9 More information on the work  
10 requirement that has been approved.  
11 Everyone in Arkansas Works will receive a  
12 work referral to the Department of Work  
13 Force Services. And the state has been  
14 approved to implement a working community  
15 engagement requirement for 19 to  
16 49-year-olds as a condition of their  
17 eligibility in the Arkansas Works Program.

18 Current Arkansas law requires us to  
19 provide a referral to all Arkansas Works  
20 enrollees that are 50 percent or below the  
21 federal poverty level. But we exceed that  
22 requirement by completing a referral for  
23 everyone who is in the Arkansas Works  
24 Program. The referral does not require  
25 followup action. It is a voluntary

1 follow-through process. But now there are  
2 work and community engagement requirements  
3 that apply to enrollees ages 19 to 49 who  
4 must work, volunteer, or engage in specific  
5 job training or job-search activities for at  
6 least 80 hours a month to retain Arkansas  
7 Works coverage. Enrollees who are 50 or  
8 older are not subject to these work and  
9 community engagement requirements. And  
10 those who are determined to be exempt from  
11 the requirements would not be at risk for  
12 losing coverage. And those who do not meet  
13 an exemption would lose Arkansas Works  
14 coverage after three months of noncompliance  
15 with the Arkansas Works community engagement  
16 requirement.

17 During 2018, we are implementing the  
18 work and community engagement requirement  
19 with 30 to 49-year-olds, and then next year  
20 we will implement the 19 to 29-year-olds, as  
21 well.

22 There are several exemptions to the  
23 work and community engagement requirement.  
24 That includes income consistent with being  
25 employed or self-employed for 80 hours or

1 more per month at Arkansas minimum wage.  
2 Attending high school, an institution of  
3 higher education, vocational training, job  
4 training on a full-time basis would also be  
5 an exemption. Receiving an exemption in the  
6 SNAP program would allow for an exemption in  
7 the Arkansas Works Program. Also those who  
8 receive TEA cash assistance, that's  
9 Transitional Employment Assistance, are  
10 exempt from the working community engagement  
11 requirement in Arkansas Works. Those who  
12 are incapacitated in the short term or  
13 medically certified as unfit for work  
14 physically or mentally unfit for employment,  
15 and those who are caring for an  
16 incapacitated person or a dependent child,  
17 those who live in the home with a minor  
18 dependent child aged 17 or younger, and  
19 those who are receiving unemployment  
20 benefits, and those who are currently  
21 participating in drug and alcohol treatment  
22 or those who may be pregnant. Those are  
23 exemptions from the Arkansas Works work and  
24 community engagement requirement.

25 The allowed work activities, the

1 requirement does require at least 80 hours  
2 in an allowed work activity if the Arkansas  
3 Works individual is not exempt. So, the  
4 allowed activities include employment or  
5 self-employment, educational programs, high  
6 school, higher ed, GED, on-the-job training,  
7 vocational training, volunteering, job  
8 search, job search training, and  
9 participation in a class on health insurance  
10 for up to 20 hours a year can count toward  
11 meeting the 80-hour-a-month work  
12 requirement.

13 There are penalties for failing to meet  
14 the work requirement. Anyone who is not  
15 exempt, who is required to complete the work  
16 activities that does not comply will lose  
17 coverage after three months of  
18 noncompliance, whether that is consecutive  
19 or nonconsecutive noncompliance, and they  
20 will not be eligible for coverage in the  
21 Arkansas Works Program until the beginning  
22 of the next calendar year.

23 The Waiver also allowed us to end the  
24 Employer-Sponsored Insurance Premium  
25 Assistance Program, and anyone who was in

1 that program at its end was transitioned to  
2 a qualified health plan in the Arkansas  
3 Works Program.

4 The conditions of retroactive  
5 eligibility were also modified in this  
6 approved Waiver. In the Arkansas Works  
7 group, individuals may request retroactive  
8 coverage for 30 days prior to the date of  
9 application.

10 In the approved Waiver, there were no  
11 changes to the demonstration financing or  
12 budget neutrality. And this is the budget  
13 neutrality through 2021, per member per  
14 month. There were several Waiver  
15 authorities that we requested to have  
16 modified in this approved Waiver. And I  
17 will not read the list, but this power point  
18 will be available on our website.

19 And, of course, if anyone has comments  
20 we would like to take those at this time.

21 (WHEREUPON, there was a pause in the  
22 proceedings.)

23 MS. MARY FRANKLIN: Hearing no comments  
24 at this time, we will be here for the next  
25 several minutes in case someone decides to

1 make a comment.

2 (WHEREUPON, there was a pause in the  
3 proceedings.)

4 MS. MARY FRANKLIN: Yes, ma'am. Would  
5 you give us your name, please?

6 MS. VENIECE BURTON: I'm Veniece  
7 Burton, I'm with Absolute Care, it's a  
8 personal care organization. And my question  
9 was more of, you know, the waivers that you  
10 have. You didn't talk about the waivers,  
11 how this would impact, you know, the  
12 waivers. Will you be doing the Arkansas  
13 independent assessment on these clients, or  
14 on these possible beneficiaries?

15 MS. MARY FRANKLIN: It sounds to me  
16 like you are asking questions about does  
17 this Arkansas Works Waiver Amendment have  
18 any impact on our other home and  
19 community-based waiver services?

20 MS. VENIECE BURTON: Yes.

21 MS. MARY FRANKLIN: And, no, it does  
22 not. This waiver amendment only affects the  
23 new adult group, which is the Arkansas Works  
24 group --

25 MS. VENIECE BURTON: Okay.



1 MS. MARY FRANKLIN: -- which covers 19  
2 to 64-year-olds.

3 MS. VENIECE BURTON: Okay.

4 MS. MARY FRANKLIN: There are  
5 citizenship requirements, income  
6 requirements, and age requirements, being 19  
7 to 64, but there are no other additional  
8 requirements.

9 MS. VENIECE BURTON: That's what I  
10 wanted to know.

11 MS. MARY FRANKLIN: So, no impact on  
12 the home and community-based waivers.

13 MS. BRANDY DAILEY: Just a question on  
14 clarification. My name is Brandy Dailey  
15 with Community Health Centers of Arkansas.  
16 So, since this just rolled out this month,  
17 we are still in the first wave of people  
18 having to log and get accustomed to it.  
19 Will the penalties start if, say, someone  
20 doesn't submit their requirements this  
21 month, that would count as the first of the  
22 three months towards them being  
23 disqualified; correct?

24 MS. MARY FRANKLIN: That is correct.  
25 For those who -- those who started with the

1 work requirement in June, those who had to  
2 begin reporting and completing activity in  
3 June, if they do not log their activities by  
4 July the 5th, then they will have accrued  
5 one month of noncompliance.

6 MS. BRANDY DAILEY: And is there  
7 anything that DHS is doing to assist those  
8 people kind of -- are there portals in DHS  
9 county offices so people can come in who  
10 don't have access to Internet to log those  
11 hours, are there partnerships with libraries  
12 to kind of have extended hours or anything  
13 like that that DHS is doing?

14 MS. MARY FRANKLIN: Sure, I can answer  
15 that question. Yes, there are many things  
16 that Department of Human Services is doing  
17 to assist individuals. We do have kiosks  
18 available in all of our lobbies, we have  
19 also identified other resources, such as the  
20 public libraries, where people can use  
21 computers, Work Force Centers, Career Ed  
22 Centers where the individuals are working  
23 with Career Ed on GED or other services  
24 offered by Career Ed. So, yes, we have  
25 identified many places where people can come

1 to access computers. We have also  
2 implemented a registered reporter process,  
3 which allows individuals to serve -- to  
4 report on the behalf of someone once they  
5 have taken on-line training that we have and  
6 register with us as a reporter, then they  
7 are able to assist individuals that  
8 authorize them to report activities for  
9 them. We have also done Webinars and  
10 outreach to many different provider groups  
11 and agencies, hospital associations, we are  
12 using social media, we have sent several  
13 notices to this group. We also send e-mails  
14 to this group when they have provided us an  
15 e-mail address. We have also built a public  
16 Sharepoint site where we have placed lots of  
17 different training materials and videos,  
18 sample copies of notices.

19 We also have engaged our beneficiary  
20 relations provider, who is doing active  
21 education and outreach with each group  
22 before it's time for them to implement. Our  
23 qualified health plan carriers are doing  
24 similar outreach. Our Department of Work  
25 Force Services partner is also doing

1 outreach to this group. So, we have taken  
2 many steps to make sure that individuals  
3 know what they need to do and know what help  
4 is out there and resources available to help  
5 them do what they need to do.

6 MS. BRANDY DAILEY: Thank you.

7 (WHEREUPON, there was a pause in the  
8 proceedings.)

9 MS. MARY FRANKLIN: Hearing no  
10 additional comments, we will close the Forum  
11 at this time.

12 (WHEREUPON, at 10:30 a.m., the taking  
13 of the above-entitled proceeding was  
14 concluded.)

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1 Sign-In Sheet.  
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## C E R T I F I C A T E

STATE OF ARKANSAS       )  
                                  ) ss.:  
COUNTY OF PULASKI       )

I, DEBBYE L. PETRE, Certified Court Reporter and notary public in and for the County of Pulaski, State of Arkansas, duly commissioned and acting, do hereby certify that the above-entitled proceedings were taken by me in Stenotype, and were thereafter reduced to print by means of computer-assisted transcription, and the same truly, and correctly reflects the proceedings had.

WHEREFORE, I have subscribed my signature and affixed my notarial seal as such notary public at the City of Little Rock, County of Pulaski, State of Arkansas, this the 15th day of July, 2018.

---

DEBBYE L. PETRE, CCR  
NOTARY PUBLIC IN AND FOR  
PULASKI COUNTY, ARKANSAS

My Commission Expires:  
August 4, 2020.

---O---

Arkansas Department of Human Services  
DHS Pine Bluff Scanning Center  
P.O Box 8848  
Pine Bluff, AR 71611-8848



Date of Notice: April -01-2018  
Notice Number: XXXXX  
Deadline for Appeal: May-01-2018

XXXXX XXXXX  
XXXXXXXXXX  
XXXXXXXXXX

Este aviso contiene datos sobre las prestaciones de usted.  
Si necesita la traducción en español, favor llame al 1-855-372-1084.

#### Healthcare Notice

| Participant | Medicaid ID # | Effective Date | Action | Program        |
|-------------|---------------|----------------|--------|----------------|
| XXXXX XXXXX | XXXXXXXXX     | N/A            | N/A    | Arkansas Works |

#### Work requirement for Arkansas Works starts in 2018

You may have heard on the news that Arkansas Works is adding a work requirement. DHS is sending this information before the work requirement starts to help you get ready.

- Starting **June 1, 2018** some people who get Arkansas Works will have to do 80 hours of work activities each month to keep their insurance. Those people will have to report work activities to DHS.
- Not everyone has to start doing work activities in **June**. DHS will send you a notice when it's time for you to start.

#### Get ready for the work requirement

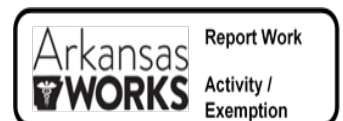


- Read the flyer sent with this notice to learn more about the work requirement.
- Log in to Access Arkansas and update your information.
  - You can use Access Arkansas between 7:00 am and 9:00 pm every day on any computer connected to the Internet!
  - You can see your information and decisions for **your** Arkansas Works case!

#### Log in to Access Arkansas

To use Access Arkansas:

- Go to [www.access.arkansas.gov](http://www.access.arkansas.gov).
- Answer the voter registration question with 'Yes' or 'No.'
- Click 'Arkansas Works Log-In.'
- Click 'Arkansas Works – Report Work Activity / Exemption.' Look for the button!
- Log in to your online account.
- If this is the first time to log in, you must create an account. Be sure to save your account user name and password. You will need them each time you log in.





7. Click 'Link Account' and enter:

- a) First Name: XXXXX
- b) Last Name: XXXXX
- c) Reference Number: XXXXXX

If you need help with Access Arkansas, call 1-855-372-1084.

### **Update your information on Access Arkansas**

After you log in, click the Arkansas Works button. Follow the screens to confirm and update your information. Be sure you:

1. **Give DHS an email address.** DHS will be emailing notices to people who get Arkansas Works insurance so it's very important we have the right one for you! You must have an email address to report work requirement information. If you do not report work requirement information, you will lose your Arkansas Works health insurance.
2. **Tell DHS information about yourself.** DHS will then decide if you are exempt from the work requirement. (See the flyer for more information about exemptions.)

### **IMPORTANT INFORMATION FOR ALL ARKANSAS WORKS HOUSEHOLDS**

- ☒ Read the flyer sent with this notice to learn more about the work requirement.
- ☒ Log in to Access Arkansas and update your information.
- ☒ Check your mail often for letters from DHS. Read your mail as soon as you receive it.
- ☒ If you receive a notice and do not understand what to do, call the number on the notice for help.

If you have any questions about this notice visit Access Arkansas ([www.access.arkansas.gov](http://www.access.arkansas.gov)) and click the Arkansas Works button or call 1-855-372-1084.

### **You Can Get Free Job Search Help**

Because you get Arkansas Works, you can get free job search help from the Arkansas Department of Workforce Services (DWS). DWS has Arkansas Workforce Centers across the state that can tell you about job openings, how to look for a job, training programs, and more. Please see the flyer included with this notice for more information.

The Arkansas Works Program is not a perpetual federal or state right or a guaranteed entitlement. The Arkansas Works Program is subject to cancellation upon appropriate notice. The Arkansas Works Program is not an entitlement program.

Arkansas Department of Human Services  
DHS Pine Bluff Scanning Center  
P.O Box 8848  
Pine Bluff, AR 71611-8848



Date of Notice: April -01-2018  
Notice Number: XXXXX  
Deadline for Appeal: May-01-2018

XXXXX XXXXX  
XXXXXXXXXXXX  
XXXXXXXXXXXX

Este aviso contiene datos sobre las prestaciones de usted.  
Si necesita la traducción en español, favor llame al 1-855-372-1084.

#### Healthcare Notice

| Participant  | Medicaid ID # | Effective Date | Action | Program        |
|--------------|---------------|----------------|--------|----------------|
| XXXXXX XXXXX | XXXXXXXXXX    | N/A            | N/A    | Arkansas Works |

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#### Get ready for the work requirement

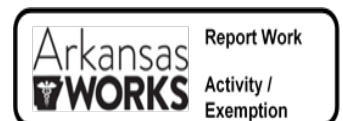


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  - You can use Access Arkansas between 7:00 am and 9:00 pm every day on any computer connected to the Internet!
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7. Click 'Link Account' and enter:

- a) First Name: XXXXX
- b) Last Name: XXXXX
- c) Reference Number: XXXXXX

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### **IMPORTANT INFORMATION FOR ALL ARKANSAS WORKS HOUSEHOLDS**

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- ☒ Log in to Access Arkansas and update your information.
- ☒ Check your mail often for letters from DHS. Read your mail as soon as you receive it.
- ☒ If you receive a notice and do not understand what to do, call the number on the notice for help.

If you have any questions about this notice visit Access Arkansas ([www.access.arkansas.gov](http://www.access.arkansas.gov)) and click the Arkansas Works button or call 1-855-372-1084.

### **You Can Get Free Job Search Help**

Because you get Arkansas Works, you can get free job search help from the Arkansas Department of Workforce Services (DWS). DWS has Arkansas Workforce Centers across the state that can tell you about job openings, how to look for a job, training programs, and more. Please see the flyer included with this notice for more information.

The Arkansas Works Program is not a perpetual federal or state right or a guaranteed entitlement. The Arkansas Works Program is subject to cancellation upon appropriate notice. The Arkansas Works Program is not an entitlement program.

Arkansas Department of Human Services  
DHS Pine Bluff Scanning Center  
PO Box 8848  
Pine Bluff, AR 71611-8848



Date of Notice: May-08-2018  
Notice Number: XXXXXX  
Deadline for Appeal: June-07-2018

XXXXXXXXXX  
XXXXXXXXXX  
XXXXXXXXXX

Este aviso contiene datos sobre las prestaciones de usted.  
Si necesita la traducción en español, favor llame al 1-855-372-1084.

If you have any questions regarding this notice, including if you need an accessible format for individuals with disabilities, call 1-855-372-1084. Read "Your Right to a Hearing" to learn what to do if you disagree with this action.

You can now view your notices online. Go to [www.access.arkansas.gov](http://www.access.arkansas.gov) and log in to your Medicaid account to access your secure inbox. If you do not have an online account, create one. Then click the button to link your online account to your healthcare coverage. Enter your information, including Person Reference Number.

#### Healthcare Notice Summary

| Participant | Medicaid ID | Effective Date | Action                      | Program Name   |
|-------------|-------------|----------------|-----------------------------|----------------|
| XXXXXX      | XXXXXX      | June-01-2018   | Subject to Work Requirement | Arkansas Works |

#### Healthcare Notice Details

XXXXXXXXXX

Person Reference Number: XXXXXX

#### You Are Subject To The Work Requirement

You are receiving this notice because the work requirement for Arkansas Works applies to you. You must start your work activities in June.

#### What You Need To Do

##### Do Required Work Activities

**Call 1-855-372-1084 in the next 3 business days to learn more about what you need to do to keep your Arkansas Works health insurance.**

To keep your Arkansas Works insurance, you must:

- Do at least 80 hours of work activities each month.
- Report your work activities on time to DHS. (The deadline is the 5<sup>th</sup> day of the next month.)

Unless DHS sends you a notice that you do not have to report work activities, you must:

- Start your work activities in June.
- Report your June work activities by July-05-2018.
- Use Access Arkansas ([www.access.arkansas.gov](http://www.access.arkansas.gov)) to report your work activities to DHS.
- Keep doing this every month.

**What happens if I do not report work activities?**

If you do not report at least 80 hours of work activities by the deadline each month:

- You did not meet the work requirement. That makes you “non-compliant” for the month.
- When you are non-compliant for 3 months, you no longer can get Arkansas Works insurance.
- At the end of your third month of non-compliance, your Arkansas Works insurance will end. You will not be able to get Arkansas Works insurance for the rest of the year (through December).

See the flyer included with this notice for more information about the work requirement for Arkansas Works and how to report your work activities.

**Additional Information**

This decision is based on Arkansas Medical Services Policy Sections B-270, F-200, F-201, and G-190.

**You Can Get Free Job Search Help**

Because you get Arkansas Works, you can get free job search help from the Arkansas Department of Workforce Services (DWS). DWS has Arkansas Workforce Centers across the state that can tell you about job openings, how to look for a job, training programs, and more. Please see the flyer included with this notice for more information.

You can find information about resources in your community on [www.humanservices.arkansas.gov](http://www.humanservices.arkansas.gov). Click: “Arkansas Works Information”

The Arkansas Works Program is not a perpetual federal or state right or a guaranteed entitlement. The Arkansas Works Program is subject to cancellation upon appropriate notice. The Arkansas Works Program is not an entitlement program.

### Your Right to a Hearing

If you disagree with a decision or planned action by DHS on your case, you may have a hearing. You must ask for a hearing by the **deadline for appeal** date on the front of this form.

If you ask for a hearing within 10 days from the **date of notice** on the front page, you may be allowed to keep getting assistance at your current level OR have your assistance started again at your previous level.

But, if you do not win your hearing, you may have to pay back benefits you got while waiting for the decision. If you want to talk to your caseworker before asking for a hearing, contact a local DHS office right away.

### Requesting a Hearing

To request a hearing, you can:

- **Talk to staff** of any county DHS office **or**
- **Write a letter** and send it to:  
Appeals & Hearings  
P.O. Box 1437  
Slot N401  
Little Rock, AR 72203 **or**
- **Check the box below.** Then mail this form to the address on the front of this notice or to Appeals & Hearings at the address above.

☐ **I am requesting a hearing with DHS because I disagree with the decision or planned case action.**

### Your Rights If You Request a Hearing

- You may go to the hearing.
- You may be represented by a lawyer or any other person you choose.
- You may be able to get free legal aid. If you need it:
  - Call the Arkansas Legal Services Helpline Center at 1-800-952-9243.
  - Go to [www.arlegalservices.org/helpline](http://www.arlegalservices.org/helpline).
- Before the hearing, you have the right to see your record and any other evidence to be at the hearing.
- You have the right to present your own evidence.
- You have the right to bring your own witnesses.
- You have the right to question any witness against you.

### You Must Report Changes

You must always report changes which might impact your eligibility for benefits, including:

- Your address
- Who lives with you
- Your income

You must report changes within 10 days of the change. If you do not report changes, you may get an overpayment. If you are overpaid, DHS may take legal action to take back that money. You could also be prosecuted for fraud.

### If You Are Asked for Verification of Creditable Coverage

If you get Medicaid and apply for other health insurance, the insurance company may ask you for verification of "creditable coverage." For help with that, contact a local DHS office.

Arkansas Department of Human Services  
DHS Pine Bluff Scanning Center  
PO Box 8848  
Pine Bluff, AR 71611-8848



Date of Notice: May-08-2018  
Notice Number: XXXXXX  
Deadline for Appeal: June-07-2018

XXXXXXXXXX  
XXXXXXXXXX  
XXXXXXXXXX

Este aviso contiene datos sobre las prestaciones de usted.  
Si necesita la traducción en español, favor llame al 1-855-372-1084.

If you have any questions regarding this notice, including if you need an accessible format for individuals with disabilities, call 1-855-372-1084. Read "Your Right to a Hearing" to learn what to do if you disagree with this action.

You can now view your notices online. Go to [www.access.arkansas.gov](http://www.access.arkansas.gov) and log in to your Medicaid account to access your secure inbox. If you do not have an online account, create one. Then click the button to link your online account to your healthcare coverage. Enter your information, including Person Reference Number.

#### Healthcare Notice Summary

| Participant | Medicaid ID | Effective Date | Action                      | Program Name   |
|-------------|-------------|----------------|-----------------------------|----------------|
| XXXXXX      | XXXXXX      | June-01-2018   | Subject to Work Requirement | Arkansas Works |

#### Healthcare Notice Details

XXXXXXXX

Person Reference Number: XXXXXX

#### You Are Subject To The Work Requirement

Some people who get Arkansas Works have to participate in work activities to keep their insurance.

You are receiving this notice because the work requirement for Arkansas Works applies to you starting in June.

You do not have to report work activities because you have an exemption.

- You are exempt due to pregnancy.
- Your exemption ends on November-30-2018.
- If your situation changes before November-30-2018, you must tell DHS about the change.

See the flyer included with this notice for more information about the work requirement for Arkansas Works and how to report changes.

#### Additional Information

This decision is based on Arkansas Medical Services Policy Sections B-270, F-200, and G-190.

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Because you get Arkansas Works, you can get free job search help from the Arkansas Department of Workforce Services (DWS). DWS has Arkansas Workforce Centers across the state that can tell you about job openings, how to look for a job, training programs, and more. Please see the flyer included with this notice for more information.

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SAMPLE



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But, if you do not win your hearing, you may have to pay back benefits you got while waiting for the decision. If you want to talk to your caseworker before asking for a hearing, contact a local DHS office right away.

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Little Rock, AR 72203 **or**
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☐ **I am requesting a hearing with DHS because I disagree with the decision or planned case action.**

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- You may go to the hearing.
- You may be represented by a lawyer or any other person you choose.
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- You have the right to present your own evidence.
- You have the right to bring your own witnesses.
- You have the right to question any witness against you.

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- Your address
- Who lives with you
- Your income

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### If You Are Asked for Verification of Creditable Coverage

If you get Medicaid and apply for other health insurance, the insurance company may ask you for verification of "creditable coverage." For help with that, contact a local DHS office.

| #  | Requirement                                                                                                            | Description                                                                                                                                                                                                                                                          | Type                      | June 2018                                                                                                                                                          |
|----|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Number and percentage of individuals required to report each month                                                     | -- # of individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, % were required to report work activities                                                                                                      | Work Requirement          | -- 7,909 individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, 31% were required to report work activities |
| 2  | Number and percentage of beneficiaries who are exempt from the community engagement requirement                        | -- # of individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, % were exempt                                                                                                                                                     | Work Requirement          | -- 17,906 individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, 69% were exempt                                               |
| 7  | Number and percentage of beneficiaries disenrolled for failing to comply with community engagement requirements        | -- # of clients closed due to non-compliance<br>-- Of AR Works clients closed, % closed due to non-compliance                                                                                                                                                        | Disenrollment             | N/A for June                                                                                                                                                       |
| 8  | Number and percentage of beneficiaries disenrolled for failing to report                                               | -- # of clients closed due to non-compliance who reported no work activity hours in the month that they closed.<br>-- Of AR Works clients closed due to non-compliance, % who reported no work activity hours in the month that they closed.                         | Disenrollment             | N/A for June                                                                                                                                                       |
| 9  | Number and percentage of beneficiaries disenrolled for not meeting community engagement and reporting requirements     | -- # of clients closed due to non-compliance who reported more than zero work activity hours in the month that they closed.<br>-- Of AR Works clients closed due to non-compliance, % who reported more than zero work activity hours in the month that they closed. | Disenrollment             | N/A for June                                                                                                                                                       |
| 3  | Number and percentage of beneficiaries requesting good cause exemptions from reporting requirements (tracked manually) | -- # of "Good Cause Exemption" requests completed<br>-- Of good cause exemption requests completed, % were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests completed, % were "Work Requirement Good Cause Exemption" requests       | Good Cause                | No good cause requests were completed in June                                                                                                                      |
| 4  | Number and percentage of beneficiaries granted good cause exemption from reporting requirements                        | -- # of "Good Cause Exemption" requests granted<br>-- Of good cause exemption requests granted, % were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests granted, % were "Work Requirement Good Cause Exemption" requests             | Good Cause                | No good cause requests were completed in June                                                                                                                      |
| 11 | Number, percentage and type of community engagement good cause exemptions requested (tracked manually)                 | -- # of "Work Requirement Good Cause Exemption" requests completed<br>-- Of "Work Requirement Good Cause Exemption" requests completed, % for each good cause reason                                                                                                 | Good Cause                | No good cause requests were completed in June                                                                                                                      |
| 12 | Number, percentage and type of community engagement good cause exemptions granted                                      | -- # of "Work Requirement Good Cause Exemption" requests granted<br>-- Of "Work Requirement Good Cause Exemption" requests granted, % for each good cause reason<br>-- Of "Work Requirement Good Cause Exemption" requests completed, % that were granted            | Good Cause                | No good cause requests were completed in June                                                                                                                      |
| 13 | Number, percentage and type of reporting good cause exemptions requested                                               | -- # of "Reporting Good Cause Exemption" requests completed<br>-- Of "Reporting Good Cause Exemption" requests completed, % for each good cause reason                                                                                                               | Good Cause                | No good cause requests were completed in June                                                                                                                      |
| 14 | Number, percentage and type of reporting good cause exemptions granted                                                 | -- # of "Reporting Good Cause Exemption" requests granted<br>-- Of "Reporting Good Cause Exemption" requests granted, % for each good cause reason<br>-- Of "Reporting Good Cause Exemption" requests completed, % that were granted                                 | Good Cause                | No good cause requests were completed in June                                                                                                                      |
| 5  | Number and percentage of beneficiaries who requested reasonable accommodations (tracked manually)                      | -- # of Reasonable Accommodation Requests completed<br>-- Of Reasonable Accommodation Requests completed, % that are granted<br>-- Of Reasonable Accommodation Requests completed, % that are denied                                                                 | Reasonable Accommodations | No reasonable accommodation requests were completed in June                                                                                                        |
| 6  | Number and percentage and type of reasonable accommodations provided to beneficiaries (tracked manually)               | -- # of Reasonable Accommodation Requests granted<br>-- Of Reasonable Accommodation Requests granted, % for each type<br>-- Of Reasonable Accommodation Requests completed, % that are granted                                                                       | Reasonable Accommodations | No reasonable accommodation requests were completed in June                                                                                                        |
| 10 | Number and percentage of community engagement appeal requests from beneficiaries (OHA)                                 | -- # of appeals filed due to AR Works closures due to non-compliance                                                                                                                                                                                                 | Other                     | N/A for June                                                                                                                                                       |
| 15 | Number of appeals of dis-enrollments for non-compliance with community engagement                                      |                                                                                                                                                                                                                                                                      | Other                     | N/A for June                                                                                                                                                       |
| 16 | Number of appeals for dis-enrollments for failure to comply with the reporting requirements                            |                                                                                                                                                                                                                                                                      | Other                     | N/A for June                                                                                                                                                       |

| #  | Requirement                                                                                   | Description                                 | Type  | June 2018                                                                                                                                                                                                                                                                                                                                   |
|----|-----------------------------------------------------------------------------------------------|---------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 17 | Number and percentage of applications made in-person, via phone, via mail and electronically. | CMS KPI 5 - Includes both MAGI and non-MAGI | Other | -- 17,912 Applications Received by Medicaid Agency<br>-- 5,301 Online Applications Received by Medicaid Agency (29.6%)<br>-- 12,561 Mail Applications Received by Medicaid Agency (70.1%)<br>-- 50 Phone Applications Received by Medicaid Agency (0.3%)<br><br>Note - System does not distinguish between in-person and mail applications. |

| # | Requirement                                                                                                            | Description                                                                                                                                                                                                                                                          | Type             | July 2018                                                                                                                                                                                                                                                       | August 2018                                                                                                                                                                                                                                                                                                                                                                                                        | September 2018                                                                                                                                                                                                                                                                                                                                                                                                       |
|---|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Number and percentage of individuals required to report each month                                                     | -- # of individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, % were required to report work activities                                                                                                      | Work Requirement | -- 13,566 individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, 31.0% were required to report work activities                                                                                           | -- 17,575 individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, 29.3% were required to report work activities                                                                                                                                                                                                                                              | -- 18,289 individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, 25.0% were required to report work activities                                                                                                                                                                                                                                                |
| 2 | Number and percentage of beneficiaries who are exempt from the community engagement requirement                        | -- # of individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, % were exempt                                                                                                                                                     | Work Requirement | -- 30,228 individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, 69.0% were exempt                                                                                                                                          | -- 42,437 individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, 70.7% were exempt                                                                                                                                                                                                                                                                                             | -- 54,977 individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, 75.0% were exempt                                                                                                                                                                                                                                                                                               |
| 7 | Number and percentage of beneficiaries disenrolled for failing to comply with community engagement requirements        | -- # of clients closed due to non-compliance<br>-- Of AR Works clients closed, % closed due to non-compliance                                                                                                                                                        | Disenrollment    | N/A for July                                                                                                                                                                                                                                                    | -- 4,353 individuals closed due to non-compliance with the work requirement<br>-- Of AR Works individuals closed, 24% closed due to non-compliance with the work requirement                                                                                                                                                                                                                                       | -- 4,109 individuals closed due to non-compliance with the work requirement<br>-- Of AR Works individuals closed, 27% closed due to non-compliance with the work requirement                                                                                                                                                                                                                                         |
| 8 | Number and percentage of beneficiaries disenrolled for failing to report                                               | -- # of clients closed due to non-compliance who reported no work activity hours in the month that they closed.<br>-- Of AR Works clients closed due to non-compliance, % who reported no work activity hours in the month that they closed.                         | Disenrollment    | N/A for July                                                                                                                                                                                                                                                    | -- 4,301 individuals who closed due to non-compliance reported no work activity hours in August.<br>-- Of individuals closed due to non-compliance, 98.8% reported no work activity hours in August.                                                                                                                                                                                                               | -- 4,069 individuals who closed due to non-compliance reported no work activity hours in September.<br>-- Of individuals closed due to non-compliance, 99.0% reported no work activity hours in September.                                                                                                                                                                                                           |
| 9 | Number and percentage of beneficiaries disenrolled for not meeting community engagement and reporting requirements     | -- # of clients closed due to non-compliance who reported more than zero work activity hours in the month that they closed.<br>-- Of AR Works clients closed due to non-compliance, % who reported more than zero work activity hours in the month that they closed. | Disenrollment    | N/A for July                                                                                                                                                                                                                                                    | -- 52 individuals who closed due to non-compliance reported more than zero work activity hours in August.<br>-- Of individuals closed due to non-compliance, 1.2% reported more than zero work activity hours in August.                                                                                                                                                                                           | -- 40 individuals who closed due to non-compliance reported more than zero work activity hours in September.<br>-- Of individuals closed due to non-compliance, 1.0% reported more than zero work activity hours in September.                                                                                                                                                                                       |
| 3 | Number and percentage of beneficiaries requesting good cause exemptions from reporting requirements (tracked manually) | -- # of "Good Cause Exemption" requests completed<br>-- Of good cause exemption requests completed, % were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests completed, % were "Work Requirement Good Cause Exemption" requests       | Good Cause       | -- 4 "Good Cause Exemption" requests completed<br>-- Of good cause exemption requests completed, 75% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests completed, 25% were "Work Requirement Good Cause Exemption" requests | -- 49 "Good Cause Exemption" requests completed<br>-- Of good cause exemption requests completed, 61.2% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests completed, 38.8% were "Work Requirement Good Cause Exemption" requests<br><b>-- Note - There were 6 requests completed that were determined to not be good cause issues. They are not included in these metrics.</b> | -- 172 "Good Cause Exemption" requests completed<br>-- Of good cause exemption requests completed, 79.1% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests completed, 20.9% were "Work Requirement Good Cause Exemption" requests<br><b>-- Note - There were 74 requests completed that were determined to not be good cause issues. They are not included in these metrics.</b> |
| 4 | Number and percentage of beneficiaries granted good cause exemption from reporting requirements                        | -- # of "Good Cause Exemption" requests granted<br>-- Of good cause exemption requests granted, % were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests granted, % were "Work Requirement Good Cause Exemption" requests             | Good Cause       | -- 3 "Good Cause Exemption" requests granted<br>-- Of good cause exemption requests granted, 66.7% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests granted, 33.3% were "Work Requirement Good Cause Exemption" requests   | -- 45 "Good Cause Exemption" requests granted<br>-- Of good cause exemption requests granted, 64.4% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests granted, 35.6% were "Work Requirement Good Cause Exemption" requests                                                                                                                                                     | -- 140 "Good Cause Exemption" requests granted<br>-- Of good cause exemption requests granted, 77.9% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests granted, 22.1% were "Work Requirement Good Cause Exemption" requests                                                                                                                                                      |

| #  | Requirement                                                                                            | Description                                                                                                                                                                                                                                               | Type                      | July 2018                                                                                                                                                                                                                                                | August 2018                                                                                                                                                                                                                                                                                                                                                                                                       | September 2018                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11 | Number, percentage and type of community engagement good cause exemptions requested (tracked manually) | -- # of "Work Requirement Good Cause Exemption" requests completed<br>-- Of "Work Requirement Good Cause Exemption" requests completed, % for each good cause reason                                                                                      | Good Cause                | -- 1 "Work Requirement Good Cause Exemption" requests completed<br>-- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 100% Other                                                                                    | -- 19 "Work Requirement Good Cause Exemption" requests completed<br>-- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 47.4% Recipient Disability, 31.6% Technical Issue, 10.5% Hospitalization, 5.3% Serious Illness, 5.3% Other                                                                                                                                            | -- 36 "Work Requirement Good Cause Exemption" requests completed<br>-- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 58.3% Recipient Disability, 11.1% Family Member Disability, 11.1% Hospitalization, 8.3% Life Changing Event, 8.3% Technical Issue, 2.8% Serious Illness                                                                                                            |
| 12 | Number, percentage and type of community engagement good cause exemptions granted                      | -- # of "Work Requirement Good Cause Exemption" requests granted<br>-- Of "Work Requirement Good Cause Exemption" requests granted, % for each good cause reason<br>-- Of "Work Requirement Good Cause Exemption" requests completed, % that were granted | Good Cause                | -- 1 "Work Requirement Good Cause Exemption" requests granted<br>-- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 100% Other<br>-- Of "Work Requirement Good Cause Exemption" requests completed, 100% were granted | -- 16 "Work Requirement Good Cause Exemption" requests granted<br>-- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 37.5% Recipient Disability, 37.5% Technical Issue, 12.5% Hospitalization, 6.3% Serious Illness, 6.3% Other<br>-- Of "Work Requirement Good Cause Exemption" requests completed, 84.2% were granted                                                        | -- 31 "Work Requirement Good Cause Exemption" requests granted<br>-- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 54.8% Recipient Disability, 12.9% Family Member Disability, 12.9% Hospitalization, 6.5% Life Changing Event, 9.7% Technical Issue, 3.2% Serious Illness<br>-- Of "Work Requirement Good Cause Exemption" requests completed, 86.1% were granted                        |
| 13 | Number, percentage and type of reporting good cause exemptions requested                               | -- # of "Reporting Good Cause Exemption" requests completed<br>-- Of "Reporting Good Cause Exemption" requests completed, % for each good cause reason                                                                                                    | Good Cause                | -- 3 "Reporting Good Cause Exemption" requests completed<br>-- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 33.3% Family emergency, 66.7% Other                                                                         | -- 30 "Reporting Good Cause Exemption" requests completed<br>-- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 36.7% Technical Issue, 16.7% Recipient Disability, 16.7% Other, 13.3% Serious Illness, 10.0% Family Member Disability, 3.3% Birth of Family Member living in Home, 3.3% Hospitalization                                                                             | -- 136 "Reporting Good Cause Exemption" requests completed<br>-- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 72.8% Technical Issue, 8.1% Recipient Disability, 5.1% Hospitalization, 5.1% Life Changing Event, 4.4% Family Member Disability, 2.9% Serious Illness, 0.7% Death of Family Member living in Home, 0.7% Other                                                                   |
| 14 | Number, percentage and type of reporting good cause exemptions granted                                 | -- # of "Reporting Good Cause Exemption" requests granted<br>-- Of "Reporting Good Cause Exemption" requests granted, % for each good cause reason<br>-- Of "Reporting Good Cause Exemption" requests completed, % that were granted                      | Good Cause                | -- 2 "Reporting Good Cause Exemption" requests granted<br>-- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 100% Other<br>-- Of "Reporting Good Cause Exemption" requests completed, 66.7% were granted                     | -- 29 "Reporting Good Cause Exemption" requests granted<br>-- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 37.9% Technical Issue, 17.2% Recipient Disability, 17.2% Other, 13.8% Serious Illness, 6.9% Family Member Disability, 3.4% Birth of Family Member living in Home, 3.4% Hospitalization<br>-- Of "Reporting Good Cause Exemption" requests completed, 66.7% were granted | -- 109 "Reporting Good Cause Exemption" requests granted<br>-- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 67.9% Technical Issue, 10.1% Recipient Disability, 6.4% Hospitalization, 6.4% Life Changing Event, 5.5% Family Member Disability, 2.8% Serious Illness, 0.9% Death of Family Member living in Home<br>-- Of "Reporting Good Cause Exemption" requests completed, 80.1% were granted |
| 5  | Number and percentage of beneficiaries who requested reasonable accommodations (tracked manually)      | -- # of Reasonable Accommodation Requests completed<br>-- Of Reasonable Accommodation Requests completed, % that are granted<br>-- Of Reasonable Accommodation Requests completed, % that are denied                                                      | Reasonable Accommodations | No reasonable accommodation requests were completed in July                                                                                                                                                                                              | -- 5 Reasonable Accommodation Requests completed<br>-- Of Reasonable Accommodation Requests completed, 100% were granted<br>-- Of Reasonable Accommodation Requests completed, 0% were denied                                                                                                                                                                                                                     | -- 3 Reasonable Accommodation Requests completed<br>-- Of Reasonable Accommodation Requests completed, 100% were granted<br>-- Of Reasonable Accommodation Requests completed, 0% were denied                                                                                                                                                                                                                                  |

| #  | Requirement                                                                                              | Description                                                                                                                                                                                                                                                                                                              | Type                      | July 2018                                                                                                                                                                                                                                                                                                                                   | August 2018                                                                                                                                                                                                                                                                                                                                 | September 2018                                                                                                                                                                                                                                                                                                                             |
|----|----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6  | Number and percentage and type of reasonable accommodations provided to beneficiaries (tracked manually) | -- # of Reasonable Accommodation Requests granted<br>-- Of Reasonable Accommodation Requests granted, % for each type<br>-- Of Reasonable Accommodation Requests completed, % that are granted                                                                                                                           | Reasonable Accommodations | No reasonable accommodation requests were completed in July                                                                                                                                                                                                                                                                                 | -- 5 Reasonable Accommodation Requests granted<br>-- Of Reasonable Accommodation Requests granted, percentage by reason: 60% Assisting Client on AR Works Portal, 20% Other, 20% Reason Not Identified<br>-- Of Reasonable Accommodation Requests completed, 100% were granted                                                              | -- 3 Reasonable Accommodation Requests granted<br>-- Of Reasonable Accommodation Requests granted, percentage by reason: 100% Assisting Client on AR Works Portal<br>-- Of Reasonable Accommodation Requests completed, 100% were granted                                                                                                  |
| 10 | Number and percentage of community engagement appeal requests from beneficiaries (OHA)                   | -- # of appeals filed related to the work and community engagement requirement<br>-- Note -- 11/9 -- A "total" from which to derive a percentage has not yet been defined with OHA.                                                                                                                                      | Other                     | -- 6 appeals filed related to the work and community engagement requirement                                                                                                                                                                                                                                                                 | -- 7 appeals filed related to the work and community engagement requirement                                                                                                                                                                                                                                                                 | -- 24 appeals filed related to the work and community engagement requirement                                                                                                                                                                                                                                                               |
| 15 | Number of appeals of dis-enrollments for non-compliance with community engagement                        | -- Current appeals tracking does not identify appeals filed that are specifically appealing closure due to non-compliance. Additionally, the system does not distinguish between dis-enrollments for non-compliance with community engagement and dis-enrollments for failure to comply with the reporting requirements. | Other                     | Information Not Available                                                                                                                                                                                                                                                                                                                   | Information Not Available                                                                                                                                                                                                                                                                                                                   | Information Not Available                                                                                                                                                                                                                                                                                                                  |
| 16 | Number of appeals for dis-enrollments for failure to comply with the reporting requirements              | -- Current appeals tracking does not identify appeals filed that are specifically appealing closure due to non-compliance. Additionally, the system does not distinguish between dis-enrollments for non-compliance with community engagement and dis-enrollments for failure to comply with the reporting requirements. | Other                     | Information Not Available                                                                                                                                                                                                                                                                                                                   | Information Not Available                                                                                                                                                                                                                                                                                                                   | Information Not Available                                                                                                                                                                                                                                                                                                                  |
| 17 | Number and percentage of applications made in-person, via phone, via mail and electronically.            | CMS KPI 5 - Includes both MAGI and non-MAGI                                                                                                                                                                                                                                                                              | Other                     | -- 19,144 Applications Received by Medicaid Agency<br>-- 5,284 Online Applications Received by Medicaid Agency (27.6%)<br>-- 13,810 Mail Applications Received by Medicaid Agency (72.1%)<br>-- 50 Phone Applications Received by Medicaid Agency (0.3%)<br><br>Note - System does not distinguish between in-person and mail applications. | -- 21,955 Applications Received by Medicaid Agency<br>-- 6,418 Online Applications Received by Medicaid Agency (29.2%)<br>-- 15,482 Mail Applications Received by Medicaid Agency (70.5%)<br>-- 55 Phone Applications Received by Medicaid Agency (0.3%)<br><br>Note - System does not distinguish between in-person and mail applications. | -- 13,915 Applications Received by Medicaid Agency<br>-- 3,911 Online Applications Received by Medicaid Agency (28.1%)<br>-- 9,968 Mail Applications Received by Medicaid Agency (71.6%)<br>-- 36 Phone Applications Received by Medicaid Agency (0.3%)<br><br>Note - System does not distinguish between in-person and mail applications. |

| # | Requirement                                                                                                            | Description                                                                                                                                                                                                                                                          | Type             | October 2018                                                                                                                                                                                                                                                                                                                                                                                                  | November 2018                                                                                                                                                                                                                                                                                                                                                                                                 | December 2018                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 1 | Number and percentage of individuals required to report each month                                                     | -- # of individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, % were required to report work activities                                                                                                      | Work Requirement | -- 13,653 individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, 19.8% were required to report work activities                                                                                                                                                                                                                                         | -- 9,854 individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, 15.2% were required to report work activities                                                                                                                                                                                                                                          | -- 6,087 individuals required to report work activities<br>-- Of AR Works individuals subject to the work requirement, 10.0% were required to report work activities                                                                                                                                                                                                                                          |
| 2 | Number and percentage of beneficiaries who are exempt from the community engagement requirement                        | -- # of individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, % were exempt                                                                                                                                                     | Work Requirement | -- 55,388 individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, 80.2% were exempt                                                                                                                                                                                                                                                                                        | -- 54,889 individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, 84.8% were exempt                                                                                                                                                                                                                                                                                        | -- 54,593 individuals who were exempt<br>-- Of AR Works individuals subject to the work requirement, 90.0% were exempt                                                                                                                                                                                                                                                                                        |
| 7 | Number and percentage of beneficiaries disenrolled for failing to comply with community engagement requirements        | -- # of clients closed due to non-compliance<br>-- Of AR Works clients closed, % closed due to non-compliance                                                                                                                                                        | Disenrollment    | -- 3,815 individuals closed due to non-compliance with the work requirement<br>-- Of AR Works individuals closed, 25% closed due to non-compliance with the work requirement                                                                                                                                                                                                                                  | -- 4,655 individuals closed due to non-compliance with the work requirement<br>-- Of AR Works individuals closed, 23% closed due to non-compliance with the work requirement                                                                                                                                                                                                                                  | -- 1,232 individuals closed due to non-compliance with the work requirement<br>-- Of AR Works individuals closed, 8% closed due to non-compliance with the work requirement                                                                                                                                                                                                                                   |
| 8 | Number and percentage of beneficiaries disenrolled for failing to report                                               | -- # of clients closed due to non-compliance who reported no work activity hours in the month that they closed.<br>-- Of AR Works clients closed due to non-compliance, % who reported no work activity hours in the month that they closed.                         | Disenrollment    | -- 3,755 individuals who closed due to non-compliance reported no work activity hours in October.<br>-- Of individuals closed due to non-compliance, 98.4% reported no work activity hours in October.                                                                                                                                                                                                        | -- 4,581 individuals who closed due to non-compliance reported no work activity hours in November.<br>-- Of individuals closed due to non-compliance, 98.4% reported no work activity hours in November.                                                                                                                                                                                                      | -- 1,214 individuals who closed due to non-compliance reported no work activity hours in December.<br>-- Of individuals closed due to non-compliance, 98.5% reported no work activity hours in December.                                                                                                                                                                                                      |
| 9 | Number and percentage of beneficiaries disenrolled for not meeting community engagement and reporting requirements     | -- # of clients closed due to non-compliance who reported more than zero work activity hours in the month that they closed.<br>-- Of AR Works clients closed due to non-compliance, % who reported more than zero work activity hours in the month that they closed. | Disenrollment    | -- 60 individuals who closed due to non-compliance reported more than zero work activity hours in October.<br>-- Of individuals closed due to non-compliance, 1.6% reported more than zero work activity hours in October.                                                                                                                                                                                    | -- 74 individuals who closed due to non-compliance reported more than zero work activity hours in Novmber.<br>-- Of individuals closed due to non-compliance, 1.6% reported more than zero work activity hours in November.                                                                                                                                                                                   | -- 18 individuals who closed due to non-compliance reported more than zero work activity hours in December.<br>-- Of individuals closed due to non-compliance, 1.5% reported more than zero work activity hours in December.                                                                                                                                                                                  |
| 3 | Number and percentage of beneficiaries requesting good cause exemptions from reporting requirements (tracked manually) | -- # of "Good Cause Exemption" requests completed<br>-- Of good cause exemption requests completed, % were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests completed, % were "Work Requirement Good Cause Exemption" requests       | Good Cause       | -- 198 "Good Cause Exemption" requests completed<br>-- Of good cause exemption requests completed, 78.3% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests completed, 21.7% were "Work Requirement Good Cause Exemption" requests<br>-- Note - There were 93 requests completed that were determined to not be good cause issues. They are not included in these metrics. | -- 105 "Good Cause Exemption" requests completed<br>-- Of good cause exemption requests completed, 79.0% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests completed, 21.0% were "Work Requirement Good Cause Exemption" requests<br>-- Note - There were 47 requests completed that were determined to not be good cause issues. They are not included in these metrics. | -- 113 "Good Cause Exemption" requests completed<br>-- Of good cause exemption requests completed, 69.9% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests completed, 30.1% were "Work Requirement Good Cause Exemption" requests<br>-- Note - There were 43 requests completed that were determined to not be good cause issues. They are not included in these metrics. |
| 4 | Number and percentage of beneficiaries granted good cause exemption from reporting requirements                        | -- # of "Good Cause Exemption" requests granted<br>-- Of good cause exemption requests granted, % were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests granted, % were "Work Requirement Good Cause Exemption" requests             | Good Cause       | -- 182 "Good Cause Exemption" requests granted<br>-- Of good cause exemption requests granted, 78.6% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests granted, 21.4% were "Work Requirement Good Cause Exemption" requests                                                                                                                                               | -- 101 "Good Cause Exemption" requests granted<br>-- Of good cause exemption requests granted, 80.2% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests granted, 19.8% were "Work Requirement Good Cause Exemption" requests                                                                                                                                               | -- 106 "Good Cause Exemption" requests granted<br>-- Of good cause exemption requests granted, 68.9% were "Reporting Good Cause Exemption" requests<br>-- Of good cause exemption requests granted, 31.1% were "Work Requirement Good Cause Exemption" requests                                                                                                                                               |

| #  | Requirement                                                                                            | Description                                                                                                                                                                                                                                               | Type       | October 2018                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | November 2018                                                                                                                                                                                                                                                                                                                                                                                                                         | December 2018                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| 11 | Number, percentage and type of community engagement good cause exemptions requested (tracked manually) | -- # of "Work Requirement Good Cause Exemption" requests completed<br>-- Of "Work Requirement Good Cause Exemption" requests completed, % for each good cause reason                                                                                      | Good Cause | -- 43 "Work Requirement Good Cause Exemption" requests completed<br>-- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 51.2% Recipient Disability, 14.0% Family Member Disability, 4.7% Hospitalization, 4.7% Life Changing Event, 11.6% Technical Agency Issue, 14.0% Technical Client Support                                                                                                                                                                              | -- 22 "Work Requirement Good Cause Exemption" requests completed<br>-- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 59.1% Recipient Disability, 9.1% Hospitalization, 22.7% Life Changing Event, 4.5% Technical Agency Issue, 4.5% Other                                                                                                                                                      | -- 34 "Work Requirement Good Cause Exemption" requests completed<br>-- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 64.7% Recipient Disability, 11.8% Life Changing Event, 5.9% Technical Agency Issue, 8.8% Technical Client Support, 2.9% Family Member Disability, 2.9% Serious Illness, 2.9% Other                                                                                                                         |
| 12 | Number, percentage and type of community engagement good cause exemptions granted                      | -- # of "Work Requirement Good Cause Exemption" requests granted<br>-- Of "Work Requirement Good Cause Exemption" requests granted, % for each good cause reason<br>-- Of "Work Requirement Good Cause Exemption" requests completed, % that were granted | Good Cause | -- 39 "Work Requirement Good Cause Exemption" requests granted<br>-- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 56.4% Recipient Disability, 12.8% Family Member Disability, 5.1% Hospitalization, 2.6% Life Changing Event, 12.8% Technical Agency Issue, 10.3% Technical Client Support<br>-- Of "Work Requirement Good Cause Exemption" requests completed, 90.7% were granted                                                                                          | -- 20 "Work Requirement Good Cause Exemption" requests granted<br>-- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 55.0% Recipient Disability, 10.0% Hospitalization, 25.0% Life Changing Event, 5.0% Technical Agency Issue, 5.0% Other<br>-- Of "Work Requirement Good Cause Exemption" requests completed, 90.9% were granted                                                                 | -- 33 "Work Requirement Good Cause Exemption" requests granted<br>-- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 66.7% Recipient Disability, 12.1% Life Changing Event, 6.1% Technical Agency Issue, 9.1% Technical Client Support, 3.0% Family Member Disability, 3.0% Serious Illness<br>-- Of "Work Requirement Good Cause Exemption" requests completed, 97.1% were granted                                                 |
| 13 | Number, percentage and type of reporting good cause exemptions requested                               | -- # of "Reporting Good Cause Exemption" requests completed<br>-- Of "Reporting Good Cause Exemption" requests completed, % for each good cause reason                                                                                                    | Good Cause | -- 155 "Reporting Good Cause Exemption" requests completed<br>-- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 35.5% Technical Agency Issue, 24.5% Technical Client Support, 7.7% Recipient Disability, 7.1% Hospitalization, 12.9% Life Changing Event, 3.2% Family Member Disability, 7.7% Serious Illness, 0.6% Death of Family Member living in Home, 0.6% Birth of Family Member living in Home                                                                              | -- 83 "Reporting Good Cause Exemption" requests completed<br>-- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 8.4% Technical Agency Issue, 27.7% Technical Client Support, 22.9% Recipient Disability, 12.0% Hospitalization, 16.9% Life Changing Event, 6.0% Family Member Disability, 4.8% Serious Illness, 1.2% Other                                                                              | -- 79 "Reporting Good Cause Exemption" requests completed<br>-- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 15.2% Technical Agency Issue, 35.4% Technical Client Support, 15.2% Recipient Disability, 11.4% Hospitalization, 13.9% Life Changing Event, 3.8% Family Member Disability, 3.8% Serious Illness, 1.3% Death of Family Member Living in Home                                                                              |
| 14 | Number, percentage and type of reporting good cause exemptions granted                                 | -- # of "Reporting Good Cause Exemption" requests granted<br>-- Of "Reporting Good Cause Exemption" requests granted, % for each good cause reason<br>-- Of "Reporting Good Cause Exemption" requests completed, % that were granted                      | Good Cause | -- 143 "Reporting Good Cause Exemption" requests granted<br>-- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 37.1% Technical Agency Issue, 22.4% Technical Client Support, 7.7% Recipient Disability, 7.7% Hospitalization, 13.3% Life Changing Event, 2.8% Family Member Disability, 7.7% Serious Illness, 0.7% Death of Family Member living in Home, 0.7% Birth of Family Member living in Home<br>-- Of "Reporting Good Cause Exemption" requests completed, 92.3% were granted | -- 81 "Reporting Good Cause Exemption" requests granted<br>-- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 8.6% Technical Agency Issue, 27.2% Technical Client Support, 23.5% Recipient Disability, 12.3% Hospitalization, 17.3% Life Changing Event, 6.2% Family Member Disability, 3.7% Serious Illness, 1.2% Other<br>-- Of "Reporting Good Cause Exemption" requests completed, 97.6% were granted | -- 73 "Reporting Good Cause Exemption" requests granted<br>-- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 16.4% Technical Agency Issue, 38.4% Technical Client Support, 15.1% Recipient Disability, 12.3% Hospitalization, 12.3% Life Changing Event, 2.7% Family Member Disability, 1.4% Serious Illness, 1.4% Death of Family Member Living in Home<br>-- Of "Reporting Good Cause Exemption" requests completed, 92.4% were granted |



| #  | Requirement                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Type                      | October 2018                                                                                                                                                                                                                                 | November 2018                                                                                                                                                                                                                               | December 2018                                                                                                                                                                                                                                               |
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| 5  | Number and percentage of beneficiaries who requested reasonable accommodations (tracked manually)        | -- # of Reasonable Accommodation Requests completed<br>-- Of Reasonable Accommodation Requests completed, % that are granted<br>-- Of Reasonable Accommodation Requests completed, % that are denied                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Reasonable Accommodations | -- 6 Reasonable Accommodation Requests completed<br>-- Of Reasonable Accommodation Requests completed, 100% were granted<br>-- Of Reasonable Accommodation Requests completed, 0% were denied                                                | -- 1 Reasonable Accommodation Request completed<br>-- Of Reasonable Accommodation Requests completed, 100% were granted<br>-- Of Reasonable Accommodation Requests completed, 0% were denied                                                | -- 2 Reasonable Accommodation Requests completed<br>-- Of Reasonable Accommodation Requests completed, 100% were granted<br>-- Of Reasonable Accommodation Requests completed, 0% were denied                                                               |
| 6  | Number and percentage and type of reasonable accommodations provided to beneficiaries (tracked manually) | -- # of Reasonable Accommodation Requests granted<br>-- Of Reasonable Accommodation Requests granted, % for each type<br>-- Of Reasonable Accommodation Requests completed, % that are granted                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Reasonable Accommodations | -- 6 Reasonable Accommodation Requests granted<br>-- Of Reasonable Accommodation Requests granted, percentage by reason: 100%<br>Assisting Client on AR Works Portal<br>-- Of Reasonable Accommodation Requests completed, 100% were granted | -- 1 Reasonable Accommodation Request granted<br>-- Of Reasonable Accommodation Requests granted, percentage by reason: 100%<br>Assisting Client on AR Works Portal<br>-- Of Reasonable Accommodation Requests completed, 100% were granted | -- 2 Reasonable Accommodation Requests granted<br>-- Of Reasonable Accommodation Requests granted, percentage by reason: 100%<br>Entering Information Reported on Paper Into System<br>-- Of Reasonable Accommodation Requests completed, 100% were granted |
| 10 | Number and percentage of community engagement appeal requests from beneficiaries                         | For Jun - Sep 2018:<br>-- # of appeals filed related to the work and community engagement requirement<br>-- A "total" from which to derive a percentage was not defined with OHA.<br><br>Oct 2018 - onward:<br>-- # of appeals filed related to the work and community engagement requirement<br>-- Of appeals filed related to AR Works overall, % that are related to the work and community engagement requirement<br><i>Note: For reporting purposes, appeals are counted in the month that the DCO-assigned appeals and hearings staff receive the appeal from the Office of Appeals and Hearings.</i>                                              | Other                     | -- 11 appeals files related to the work and community engagement requirement<br>-- Of appeals files related to AR Works overall, 14.7% were related to the work and community engagement requirement                                         | -- 11 appeals files related to the work and community engagement requirement<br>-- Of appeals files related to AR Works overall, 21.2% were related to the work and community engagement requirement                                        | -- 10 appeals files related to the work and community engagement requirement<br>-- Of appeals files related to AR Works overall, 20.0% were related to the work and community engagement requirement                                                        |
| 15 | Number of appeals of dis-enrollments for non-compliance with community engagement                        | For Jun - Sep 2018:<br>-- Current appeals tracking does not identify appeals filed that are specifically appealing closure due to non-compliance. Additionally, the system does not distinguish between dis-enrollments for non-compliance with community engagement and dis-enrollments for failure to comply with the reporting requirements.<br><br>Oct 2018 - onward:<br>-- # of appeals filed related to closure for non-compliance with the work requirement<br><i>Note: For reporting purposes, appeals are counted in the month that the DCO-assigned appeals and hearings staff receive the appeal from the Office of Appeals and Hearings.</i> | Other                     | -- 3 appeals filed related to closure for non-compliance with the work requirement                                                                                                                                                           | -- 7 appeals filed related to closure for non-compliance with the work requirement                                                                                                                                                          | -- 8 appeals filed related to closure for non-compliance with the work requirement                                                                                                                                                                          |

| #  | Requirement                                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Type  | October 2018                                                                                                                                                                                                                                                                                                                                                                                 | November 2018                                                                                                                                                                                                                                                                                                                                                                                | December 2018                                                                                                                                                                                                                                                                                                                                                                                  |
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| 16 | Number of appeals for dis-enrollments for failure to comply with the reporting requirements   | <p>For Jun - Sep 2018:<br/> -- Current appeals tracking does not identify appeals filed that are specifically appealing closure due to non-compliance. Additionally, the system does not distinguish between dis-enrollments for non-compliance with community engagement and dis-enrollments for failure to comply with the reporting requirements.</p> <p>Oct 2018 - onward:<br/> -- See #15 – Arkansas does not distinguish between dis-enrollments for non-compliance with community engagement and dis-enrollments for failure to comply with reporting requirements.</p> | Other | Information Not Available                                                                                                                                                                                                                                                                                                                                                                    | Information Not Available                                                                                                                                                                                                                                                                                                                                                                    | Information Not Available                                                                                                                                                                                                                                                                                                                                                                      |
| 17 | Number and percentage of applications made in-person, via phone, via mail and electronically. | <p>Data for this metrics is pulled from CMS KPI 5. It includes both MAGI and non-MAGI applications.</p> <p>When submitting KPI metrics to CMS, Arkansas updates the previous month's information.</p>                                                                                                                                                                                                                                                                                                                                                                          | Other | <p>-- 20,464 Applications Received by Medicaid Agency</p> <p>-- 5,746 Online Applications Received by Medicaid Agency (28.1%)</p> <p>-- 14,647 Mail Applications Received by Medicaid Agency (71.6%)</p> <p>-- 71 Phone Applications Received by Medicaid Agency (0.3%)</p> <p><i>As of 1/16/2019</i></p> <p>Note - System does not distinguish between in-person and mail applications.</p> | <p>-- 28,959 Applications Received by Medicaid Agency</p> <p>-- 15,748 Online Applications Received by Medicaid Agency (54.4%)</p> <p>-- 13,117 Mail Applications Received by Medicaid Agency (4.3%)</p> <p>-- 94 Phone Applications Received by Medicaid Agency (0.3%)</p> <p><i>As of 1/16/2019</i></p> <p>Note - System does not distinguish between in-person and mail applications.</p> | <p>-- 28,858 Applications Received by Medicaid Agency</p> <p>-- 15,919 Online Applications Received by Medicaid Agency (55.2%)</p> <p>-- 12,825 Mail Applications Received by Medicaid Agency (44.4%)</p> <p>-- 114 Phone Applications Received by Medicaid Agency (0.4%)</p> <p><i>As of 1/16/2019</i></p> <p>Note - System does not distinguish between in-person and mail applications.</p> |