



Arkansas Works Section 1115 Demonstration Waiver

QUARTERLY REPORT

April 1, 2018 – June 30, 2018

❖ Executive Summary

In 2016, the Arkansas Department of Human Services (DHS) ended the Private Option and created Arkansas Works (ARWorks) as an amendment to the demonstration program. In January 2017, DHS referred all individuals enrolled in ARWorks 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 work and community engagement (WCE) requirements. Following CMS approval in March 5, 2018, DHS began the reporting requirement beginning June 1, 2018.

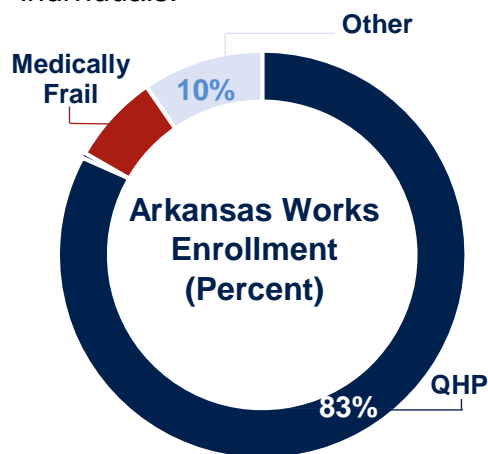
In 2018, with the implementation of the ARWorks WCE requirements, Arkansas will be able to test whether a “stronger incentive model is more effective in encouraging participation.”ⁱ The approved ARWorks amendment requires abled-bodied individuals to engage in work and community engagement activities, which include education and training. Such requirements promote the objectives of Title XIX. The waiver amendment establishes a WCE requirement for non-disabled, childless adults who are between 19 and 49 years old and whose incomes are below 100 percent of the Federal Poverty Line (FPL). In 2018, the work and community engagement requirement will apply to those people ages 30-49. In 2019, the WCE requirement will apply to individuals ages 19-29. 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.” (1)

Enrollment in ARWorks was 291,816 in April; 287,109 in May; and 284,031 in June. The program continues to operate below the budget neutrality cap, which is \$597.32 for each enrollee covered by ARWorks in 2018.

❖ Eligibility and Enrollment

ARKANSAS WORKS ENROLLMENT AND PREMIUM INFORMATION

At the end of this quarter, 284,031 individuals were enrolled in ARWorks in June 2018. Of these individuals:



- **Eighty-three percent** received ARWorks coverage through qualified health plans (QHPs) purchased from plans offered through the Healthcare Insurance Marketplace.
- **Seven percent** were designated as medically frail and received Medicaid services on a fee-for-service basis.
- **Ten percent** had an interim status, which include pending a QHP or Alternative Benefit Plan designation.

The table below shows the total enrollment numbers and premium information by month for Arkansas Works beneficiaries this quarter:

Arkansas Works Enrollment and Premium Information (April – June 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
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

❖ Utilization and Budget Neutrality

UTILIZATION

During this quarter, the total payment for ARWorks beneficiaries with a paid premium was \$405,425,253.12. Of this amount:

- \$332,294,401.43 was paid to the issuers for premiums.
- \$70,356,298.63 was paid for advanced cost-sharing reductions.

- \$2,774,553.06 was the total amount for wrap costs, including Non-Emergency Medical Transportation and Early and Periodic Screening, Diagnostic and Treatment (EPSDT).

BUDGET NEUTRALITY WORKBOOK

During this quarter, the payments for each individual who received ARWorks coverage through qualified health plans (QHPs) remained below the budget neutrality cap. The table below shows the breakdown of payments for each individual with a paid premium and compares the total cost to the budget neutrality cap:

Arkansas Works Budget Neutrality Information for Each Individual with a Paid Premium (April - June 2018)					
Month	Premium Costs Per Individual with a Paid Premium	Advance Cost Share Payment Per Individual with a Paid Premium	Wrap Costs Per Individual with a Paid Premium	Total Cost Per Individual with a Paid Premium	Budget Neutrality Cap
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

❖ Operational Updates

PRESS REPORTS

On April 1 and April 2, 2018, DHS announced that the ARWorks 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. *The Arkansas Times* and Fox 16 covered the portal launch (2). Fox 16 also covered the letter announcement. (3)

Mid-April, DHS released its monthly expenditure and enrollment report, showing declines in ARWorks enrollment, which DHS largely attributed to improved integrity measures and an improving state economy, reported by *The Arkansas Times* (4) and *The Arkansas Democrat-Gazette*. (5)

On May 7, DHS issued a media advisory to remind the public and ARWorks beneficiaries letters were sent to ARWorks 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 them instructions on how to go online to report activities or exemptions.(6)

Throughout the month of May, DHS answered a number of questions regarding the AR Works WCE requirement from the media and the public. An assortment of coverage from state and national media continued throughout the month of May, including reporting on the registered reporter process created to help assist ARWorks beneficiaries report WCE activities. (7-9)

DHS released the monthly AR Works/Medicaid Enrollment and Expenditure report on May 22, 2018, which received media coverage from *The Arkansas Times*. (10)

On June 1, the *Arkansas Democrat-Gazette* highlighted the WCE requirement had begun for the first group of ARWorks beneficiaries who would be required to report activities or exemptions by July 5 for the June reporting period. (11)

On June 15, DHS released the monthly AR Works/Medicaid monthly enrollment report, which showed another decrease in ARWorks enrollment, which again resulted in media coverage from *The Arkansas Times*. (12)

Throughout the month of June, DHS conducted training sessions, informational meetings, and other outreach with community groups, associations and stakeholders regarding the ARWorks WCE requirement and how those groups could help beneficiaries succeed. The NPR affiliate, KUAR, covered those efforts on June 20. (13)

Throughout the quarter, 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.(14)

OUTREACH EFFORTS

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

AFMC Outreach Beneficiaries Required to Report WCE Activities Following Month (May 1 – June 30, 2018)				
Month	Beneficiaries in Target Audience	Number of Calls Placed	Beneficiaries Successfully Educated	Referrals to WCE activity resources
May	11,547	39,328	2,511	247
June	8,905	47,367	2,023	221

DHS staff also conducted outreach efforts that included providing informational flyers and materials, presentations, webinars, and trainings with community organizations, advocacy groups, higher education institutions, professional and medical associations, librarians, and other state governmental agencies among others. Specific outreach was conducted with the following groups, among others, from April 1 – June 30, 2018:

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

PUBLIC FORUMS

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



Adobe Acrobat
Document

[Post Award Forum Transcript 1](#)

LAWSUITS

No lawsuits were filed during this quarter.

Key Milestones Accomplished

April 1, 2018 – New ARWorks beneficiaries ages 30 – 49 approved effective April 1, 2018, or later to become subject to the WCE requirement and have their begin 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 WCE requirement begin months were set for beneficiaries 30 – 49 years of age and notices 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.



Work Activities
Notice



Exempt From Work
Notice

April 13, 2018 –The first data file of ARWorks beneficiaries containing specific information regarding WCE details provided to Arkansas DWS, the Medicaid Beneficiary Relations provider, and QHP carriers. Outreach and education began, with updated files provided weekly thereafter.

April 20, 2018 – ARWorks button and banner added to the DHS website homepage (15), which link to materials, flyers, sample notices, informational guides and instruction videos. The site also includes a resource dashboard to point ARWorks beneficiaries to free Internet access points, free job services, and education opportunities in their areas. 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 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 full 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 for non-compliance.

May 16, 2018 - GIS Analysis was completed to map out how far “at risk” ARWorks beneficiaries lived from the closest public access Internet site as recorded on the DHS resource dashboard. Over 92 percent of ARWorks beneficiaries with an expected work requirement were within 10 miles of a public access site. A letter and email were sent to those beneficiaries who were lived than 20 miles (about 269 clients) from a public access site 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

June 1, 2018 – Implementation of WCE requirement reporting began for individuals ages 30–49.

June 8, 2018 - ARWorks 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. 10th Street, Little Rock, AR 72204.

June 29, 2018 – DHS had received 73 authorization forms for registered reporters to assist ARWorks beneficiaries with limited in reporting WCE activities. Reporters include individuals from insurance carriers, community groups, and private organizations.

❖ Evaluation Progress and Activities

The Arkansas Center for Health Improvement (ACHI) was contracted to complete the ARWorks evaluation. The initial ARWorks evaluation will assess the demonstration goals of improving access, improving care and outcomes, reducing churn, and lowering costs by measuring whether:

- Beneficiaries will 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 will 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 will 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 will prove to be cost effective.
- The employer-sponsored insurance program will produce greater system efficiencies and individual outcomes than QHP premium assistance program.
- Beneficiaries will effectively participate in an incentive benefits program.

Evaluation Activities

- Conducted two (2) Full Evaluation Team Meetings
- Conducted four (4) internal meetings with members of the Evaluation's Data Team to discuss the progress of data and indicators for the final report
- Conducted eight (8) internal ACHI Planning Meetings to plan the final report
- Conducted five (5) internal meetings with the ACHI data team to discuss the receiving and processing of data
- Conducted one (1) meeting with DHS to review the Health Care Independence Program 'Private Option' final report

-
- Conducted seven (7) internal meetings with members of the qualitative studies team to discuss the simulated patient 'secret shopper' survey and the one-on-one individual interviews for the Arkansas Works interim 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 Arkansas Medicaid
 - At the request of Arkansas Medicaid, submitted final report to CMS
 - Began scheduling participants and conducting one-on-one interviewing Completed primary data collection for the simulated patient 'secret shopper' survey
 - Began data cleaning and preliminary analysis for the simulated patient 'secret shopper' survey

Evaluation Vendor Procurement

DHS seeks pricing and a contract with a qualified vendor to provide all of the tasks associated with evaluating the Arkansas Works (ARWorks) program. The vendor will conduct qualitative and quantitative analysis comparing the ARWorks population with the traditional Medicaid population to examine access to services and other metrics. This evaluation is required by Center for Medicare and Medicaid Services as part of the Terms and Conditions of the ARWorks §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.

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 section 1115 demonstration, Arkansas Works (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 is the monitoring report for the 2nd quarter.



Monitoring Plan
Metrics - June 2018.x

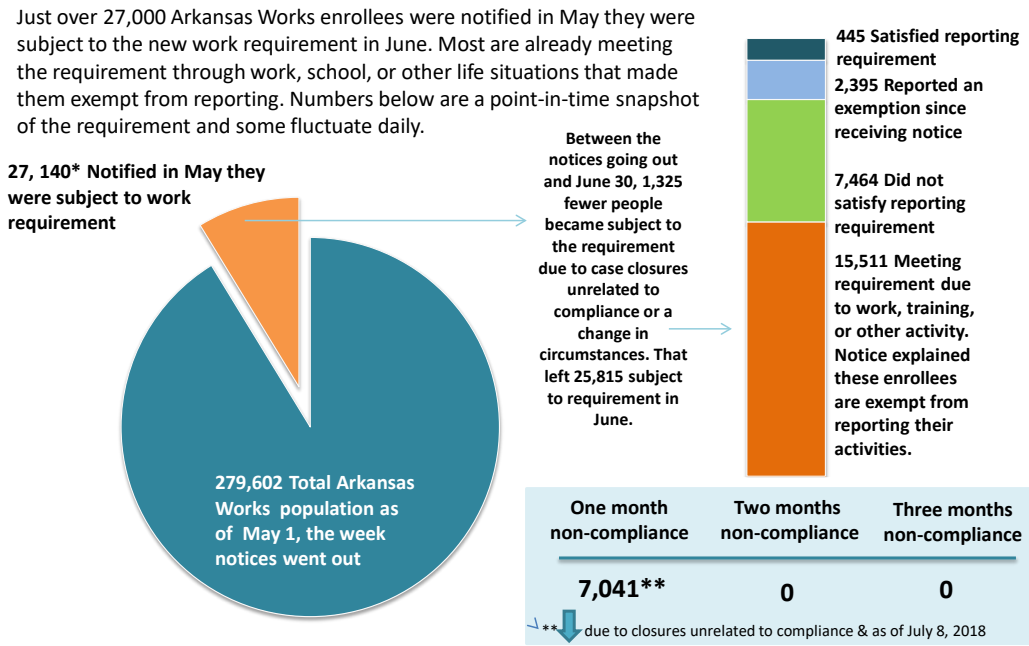
Work and Community Engagement Snapshot

Below is a snapshot of the program after June, which was the first month of work and community engagement requirement reporting.



Arkansas Works Program

June 2018 Report

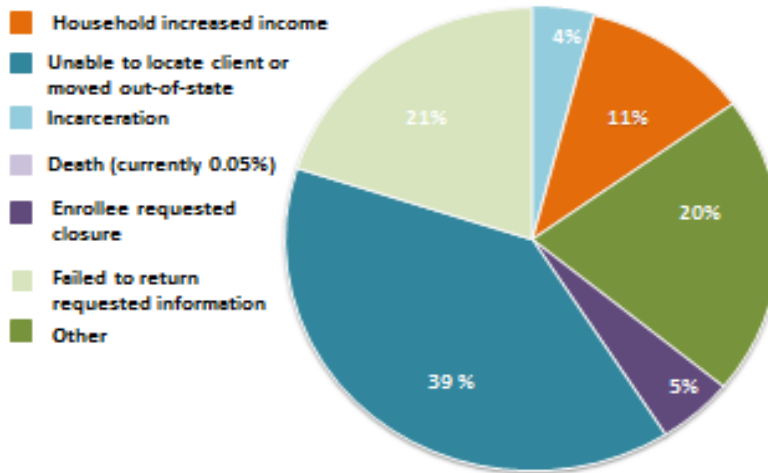


*Enrollees ages 30-49 are being phased into the requirement from June through September 2018. Those 19-29 will roll in starting January 2019.

Arkansas Works Program

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**



❖ Quality Assurance

The initial ARWorks evaluation will assess the quality of care provided to ARWorks 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 will be 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 ARWorks evaluation will also explore whether ARWorks beneficiaries have better continuity of care compared with what they would have otherwise had in the Medicaid fee-for-service system over time. Continuity will be 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.

❖ References

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<https://www.arktimes.com/ArkansasBlog/archives/2018/04/02/dhs-rolls-out-work-requirement-portal-for-arkansas-works-beneficiaries#more>.
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- (4) Hardy, B. (2018, April 18) Arkansas Works enrollment declined again in March, DHS monthly report shows. *The Arkansas Times*. <https://www.arktimes.com/ArkansasBlog/archives/2018/04/18/arkansas-works-enrollment-declined-again-in-march-dhs-monthly-report-shows>;
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- (6) DHS (2018, May 7). DHS Mailing Letters to AR Works Beneficiaries Whose Work Requirement Begins in June. <https://humanservices.arkansas.gov/newsroom/details/dhs-mailing-letters-to-ar-works-beneficiaries-whose-work-requirement-begins>
- (7) Turnure, J. (2018, May 1). DHS Announces New Process to Ease Online Work Requirement Reporting. *KARK*. <http://www.kark.com/news/local-news/dhs-announces-new-process-to-ease-online-work-requirement-reporting/1154114490>; News staff (2018, May 4). DHS Announces Support Processes for Work Requirements Reporting, *KARK*. <http://www.kark.com/news/local-news/dhs-announces-support-processes-for-work-requirements-reporting/1158626706>.
- (8) [Davis, A. \(2018, May 4\).](http://www.arkansasonline.com/news/2018/may/04/arkansas-works-oks-compliance-assistant-1/) Arkansas Works OKs compliance assistants. *The Arkansas Democrat-Gazette, Northwest Arkansas Edition of the Democrat-Gazette (NWAonline)*.
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- (9) Hardy, B. (2018, May 25). Study: Some AR Working Poor May Lose Medicaid Under New Work Requirements. *KARK/Arkansas Nonprofit News Network*. <https://www.kark.com/news/state-news/study-some-ar-working-poor-may-lose-medicaid-under-new-work-requirements/1199375906>; Kauffman, J. (2018, May 30). Arkansas Readies for First in Nation Medicaid Work Requirement Rollout. *KUAR*.
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ⁱ 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>)

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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

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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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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.

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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

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

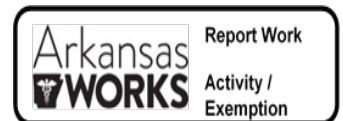


- Read the flyer sent with this notice to learn more about the work requirement.
- Log in to Access Arkansas and update your information.
 - You can use Access Arkansas between 7:00 am and 9:00 pm every day on any computer connected to the Internet!
 - You can see your information and decisions for **your**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

Log in to Access Arkansas

To use Access Arkansas:

- Go to www.access.arkansas.gov.
- 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) 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.
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Healthcare Notice

Participant	Medicaid ID #	Effective Date	Action	Program
XXXXXX XXXXX	XXXXXXXXXX	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.

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- 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

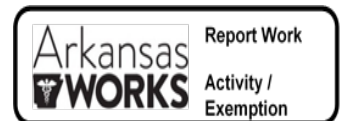


- Read the flyer sent with this notice to learn more about the work requirement.
- Log in to Access Arkansas and update your information.
 - You can use Access Arkansas between 7:00 am and 9:00 pm every day on any computer connected to the Internet!
 - You can see your information and decisions for **your**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

Log in to Access Arkansas

To use Access Arkansas:

- Go to www.access.arkansas.gov.
- 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) 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.

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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: XXXXX
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 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: XXXXX

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 5th 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) 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. Click: “Arkansas Works Information”

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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.
- 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
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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.

You Can Get Free Job Search Help

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SAMPLE

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- You have the right to bring your own witnesses.
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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 -- 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 -- 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 -- Of AR Works individuals subject to the work requirement, % were exempt	Work Requirement	-- 17,906 individuals who were exempt -- 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 -- 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. -- 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. -- 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 -- Of good cause exemption requests completed, % were "Reporting Good Cause Exemption" requests -- 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 -- Of good cause exemption requests granted, % were "Reporting Good Cause Exemption" requests -- 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 -- 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 -- Of "Work Requirement Good Cause Exemption" requests granted, % for each good cause reason -- 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 -- 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 -- Of "Reporting Good Cause Exemption" requests granted, % for each good cause reason -- 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 -- Of Reasonable Accommodation Requests completed, % that are granted -- 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 -- Of Reasonable Accommodation Requests granted, % for each type -- 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 -- 5,301 Online Applications Received by Medicaid Agency (29.6%) -- 12,561 Mail Applications Received by Medicaid Agency (70.1%) -- 50 Phone Applications Received by Medicaid Agency (0.3%) Note - System does not distinguish between in-person and mail applications.