



Arkansas Works Section 1115 Demonstration Waiver

QUARTERLY REPORT

July 1, 2018 – September 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.

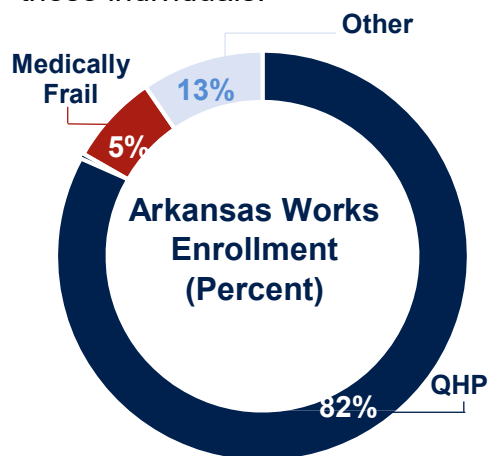
In 2018, with the implementation of the ARWorks WCE requirements, Arkansas will be able to test whether a “stronger incentive model is more effective in encouraging participation.”ⁱ The approved ARWorks amendment requires abled-bodied individuals to engage in work and community engagement activities, 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. In 2018, the work and community engagement requirement applies to those people ages 30-49. In 2019, the WCE requirement also will apply to individuals ages 19-29.

DHS produces monthly reports for each reporting period that include information on compliance, work activities reported by enrollees, and exemptions for enrollees. These reports are available on [the DHS website](#) and snapshots of those monthly reports are included report as well. Enrollment in ARWorks was 279,285 in July, and 43,794 enrollees were subject to the work requirement, with 75 percent being exempt from reporting or compliant at the end of the reporting period. There were 275,600 ARWorks enrollees in August, and 60,012 enrollees were subject to the work requirement. At the end of the August reporting period, 73 percent were compliant or exempt from reporting. In September, 266,091 individuals were enrolled with 73,266 subject to the requirement and 77 percent were compliant with the requirement or exempt at the end of the reporting period. 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, 266,091 individuals were enrolled in ARWorks in September 2018. Of these individuals:



- **Eighty-two percent** received ARWorks coverage through qualified health plans (QHPs) purchased from plans offered through the Healthcare Insurance Marketplace.
- **Five percent** were designated as medically frail and received Medicaid services on a fee-for-service basis.
- **Thirteen percent** had an interim status, which includes 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 (July – September 2018) | | | | | | |
|--|--------------------------------------|--|--|-------------------------|--------------------------------|--------------|
| Month | Number of Individuals Enrolled | Number of Medically Frail Individual | Number of Individuals with a Paid Premium | Premium Expenditures | Advance Cost Share Payments | Wrap Costs |
| 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 |

❖ Utilization and Budget Neutrality

UTILIZATION

During this quarter, the total payment for ARWorks beneficiaries with a paid premium was \$388,865,246.03. Of this amount:

- \$317,064,133.85 was paid to the issuers for premiums.
- \$68,988,879.15 was paid for advanced cost-sharing reductions.
- \$2,812,233.03 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 (July- September 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 |
| 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 |

❖ Operational Updates

PRESS REPORTS

July 5, 2018, marked the end of the June reporting period for the work and community engagement requirement, the first such reporting period following the implementation of the requirement. A number of news outlets, including KUAR, the *Arkansas Democrat-Gazette*, and *The Arkansas Times* provided coverage of the deadline. (1)

On July 13, 2018, [DHS released its first monthly report of the work & community engagement 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, 7,000 did not meet the requirement. Coverage by local media included Talk Business & Politics, the Associate Press, the *Arkansas Democrat-Gazette*, Modern Healthcare, The *Arkansas Times*, and KATV. (2)

Throughout the month of July, local media, national outlets, and others published articles reflecting questions about why enrollees were or were not meeting the work and community engagement requirement. (3)

August 5, 2018, marked the end of the second reporting period under the Arkansas Works work and community engagement requirement. DHS requested that media remind enrollees about the upcoming deadline to report work and community engagement activities. A number of local media offered coverage, including THV 11, KNWA, and KARK. (4)

On August 14, 2018, DHS [released its monthly Arkansas Works report for the work and community engagement requirement for the July reporting period](#) along with the monthly Medicaid enrollment and expenditure report, which was covered by local and national media outlets. (5)

On August 14, 2018, a number of media also reported that a federal lawsuit had been filed challenging the approval of the Arkansas Works work and community engagement requirement by the Centers for Medicare & Medicaid Services (CMS). (6)

Coverage of the Arkansas Works work and community engagement requirement continued throughout the month of August. Much of the coverage criticized the implementation of the requirement and raised questions regarding the requirement's impact on individuals. (7)

September 5, 2018, marked the end of the August reporting period. It was also the first time where individuals with Arkansas Works coverage could have three months of not meeting the work requirement and have their cases closed for the remainder of the calendar year, as reported by several media outlets both locally and nationally. (8)

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 work and community engagement 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 closed and 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/bettered their employment situation following the work and community engagement requirement beginning. Media coverage of the outcomes extended to both the local and national level. (9)

Throughout the month of September, coverage of the Arkansas Works work and community engagement requirement continued with extensive coverage on local and national levels, as in previous months since the beginning of the requirement. (10)

OUTREACH EFFORTS

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 during the quarter. The target audience included 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.

In September, the target audience was a smaller number, because existing Arkansas Works beneficiaries had been included in outreach efforts in prior months, and AFMC was now contacting new enrollees to the program.

The efforts for the quarter are summarized below:

| AFMC Outreach Beneficiaries Required to Report WCE Activities Following Month (July- September 30, 2018) | | | | |
|---|----------------------------------|------------------------|-------------------------------------|-------------------------------------|
| Month | Beneficiaries in Target Audience | Number of Calls Placed | Beneficiaries Successfully Educated | Referrals to WCE activity resources |
| July | 7,883 | 34,984 | 1850 | 624 |
| August | 9,040 | 28,144 | 2,149 | 1066 |
| September | 837 | 5,511 | 837 | 785 |

The Arkansas Department of Human Services (DHS) would like to see all Arkansas Works enrollees be successful under the work and community engagement requirement.

To that end, outreach efforts to those enrollees subject to the work requirement began in March, 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 resources, public internet access in their areas, etc.

Social media outreach and communication materials have provided 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 area, step-by-step videos on how to report online, informational videos on services from the Department of Workforce Services, etc. DWS has also been sending nudge emails to remind beneficiaries about the services they can help with.

Those efforts have continued with an unprecedented outreach effort for the agency both through DHS staff, our outreach partners at AFMC, and the insurance carriers that insure these enrollees.

Furthermore, we've made efforts to educate, inform, and provide communication materials 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 include, in overview:

- More than 150,213 phone calls have been made to new and existing enrollees
- More than 199,515 emails have been sent to beneficiaries (DHS sends at least three emails a month to enrollees who have provided email addresses – more if they show in our system as having any months of not meeting the work and community engagement requirement)
- 14,835 texts have been sent
- 172 DHS Facebook posts shared graphics, videos, and information
- 174 DHS tweets shared graphics, videos, and information
- 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 work and community engagement 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 and Department of Workforce Services
- Informational slides added to Department of Finance and Administration Revenue Office informational screens.

PUBLIC FORUMS

No public forums were done this quarter.

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 The state of Arkansas has intervened in the litigation and is now a party. The outcome of this case is currently pending.

Key Milestones Accomplished

July 8, 2018 - Arkansas Works beneficiaries ages 30 – 49 who were scheduled to begin the work and community engagement requirement in August 2018 were mailed individually tailored notices.

July 27, 2018 – Authorized registered reporters who assist ARWorks in reporting work and community engagement hours totaled of 189 reporters.

August 8, 2018 - Arkansas Works beneficiaries ages 30 - 49 who were scheduled to begin the work and community engagement requirement in September 2018 were mailed individually tailored notices.

August 14, 2018 - Arkansas Works call center hours extended to match hours Access Arkansas website is available for reporting to offer additional assistance to enrollees attempting to report and needing assistance.

August 24, 2018 – Authorized registered reporters who assist ARWorks enrollees in reporting work and community engagement hours totaled 204 reporters.

August 30, 2018 – Monitoring phase began and first quarterly report was posted to the Arkansas DHS website.

September 8, 2018- All Arkansas Works beneficiaries ages 30 – 49 were phased into the work and community engagement requirement and were required to begin reporting activities or exemptions to DHS.

❖ Evaluation Progress and Activities

The Arkansas Center for Health Improvement (ACHI) was contracted to complete the initial ARWorks evaluation. DHS is in the process of procuring a vendor to evaluate the ongoing ARWorks program as well as the recently approved WCE waiver amendment. 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 'Private Option' report to Arkansas Medicaid
- Submitted final 'Private Option' 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 will seek 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.

DHS has submitted a proposed evaluation for the work and community engagement requirement and has been collaborating with CMS to obtain feedback on the proposal. It is an iterative process, and DHS will continue to collaborate with CMS regarding the evaluation proposal. CMS has also indicated that it intends to issue guidance to all the states regarding community engagement evaluations in January, which we look forward to seeing. Each Medicaid demonstration is unique. As such, timelines often vary from one demonstration to the next. Due to the uniqueness of this particular demonstration, it's important both Arkansas and CMS are aligned on the evaluation design and strategy prior to onboarding a new vendor.

Once the evaluation proposal is approved, DHS will use a Request for Proposal (RFP) process to procure the capabilities necessary for evaluation of the work and community engagement requirement.

Once finalized, the procurement will be posted online. The successful bidder must have demonstrated experience in evaluating the impact of work and community engagement requirements on participation in income security programs. The work and community engagement requirement makes the demonstration resemble an income security program and will be evaluated accordingly.

The evaluation for the recently approved WCE will cover the implementation efforts, outcomes and effects (short-term and long-term, tangible and intangible), and sustainability of the work and community engagement requirements and activities as part of a lasting improvement to the social fabric and population health of all Arkansans.

This work and community engagement requirement evaluation is in addition to the previously approved evaluation of Arkansas Works.

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).

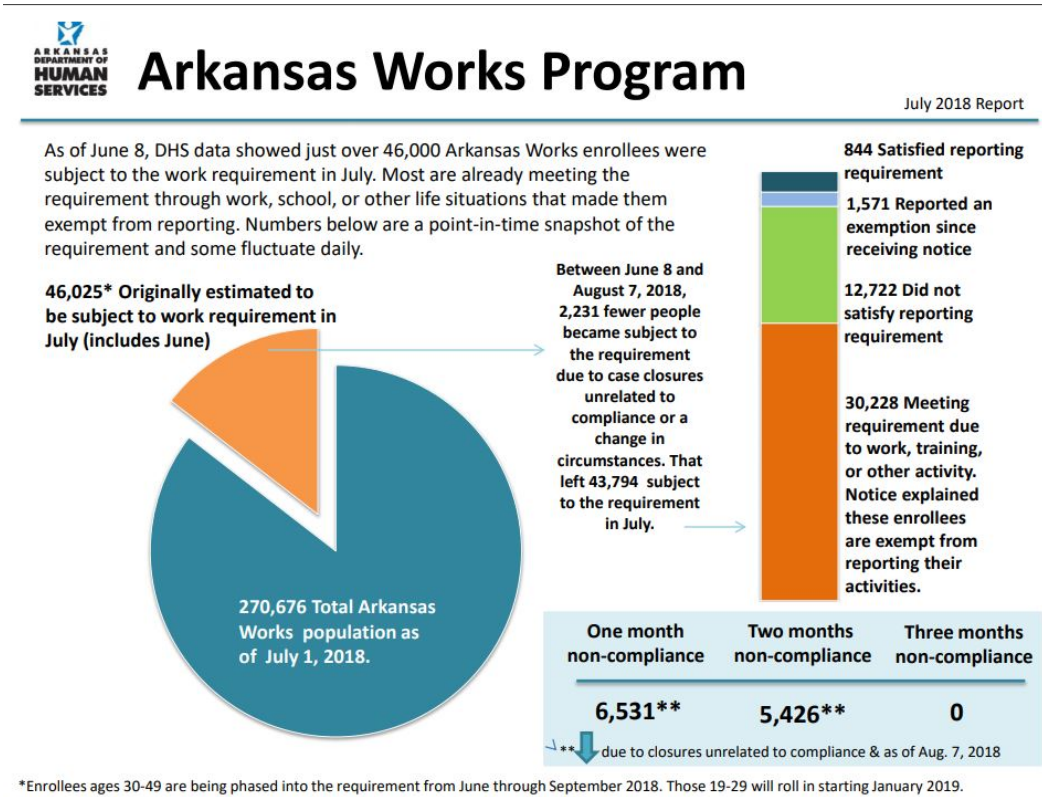
The monitoring plan has been incorporated in the STCs as "Attachment A." As outlined in STC 54, the state will provide status updates on the implementation of the eligibility and enrollment monitoring plan as part of the state's quarterly and annual monitoring reports. Attached below is the monitoring report for the 3rd quarter.



Monitoring-Plan-M
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Work and Community Engagement Snapshot

Below are snapshots of the program for the reporting period for work and community engagement requirement reporting:.



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

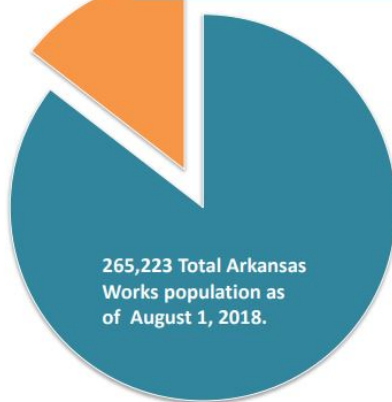
* July 2018 Report

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.

1,218 Satisfied reporting requirement

2,247 Reported an exemption since receiving notice

16,357 Did not satisfy reporting requirement

40,190 Meeting requirement due to work, training, or other activity. Notices explained these enrollees are exempt from reporting their activities.

One month non-compliance

6,174**

Two months non-compliance

5,076**

Three months non-compliance (closed)

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.

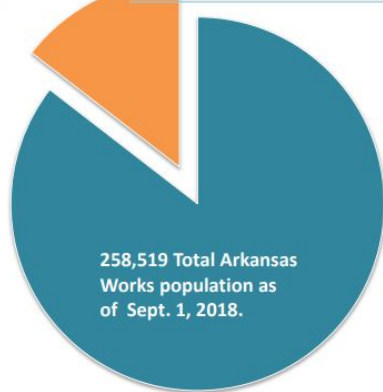
***August 2018 Report**

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

7,748**

Two months non-compliance

4,841**

Three months non-compliance (closed)

4,109

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

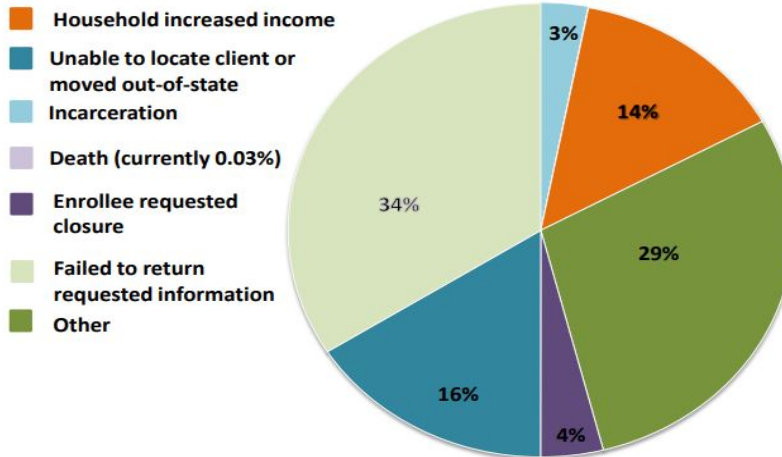
*Enrollees ages 30-49 are being phased into the requirement from June through September 2018. Those 19-29 will roll in starting January 2019.

***September 2018 Report**

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 |

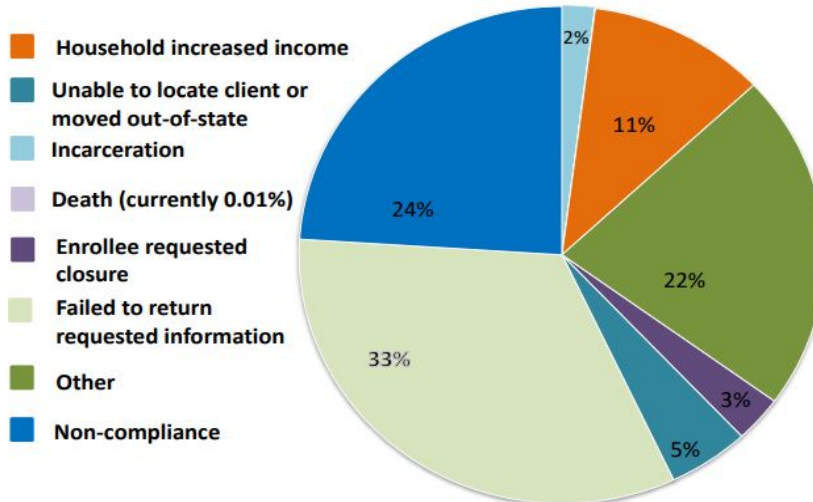


*July 2018 “Churn” Report

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 |

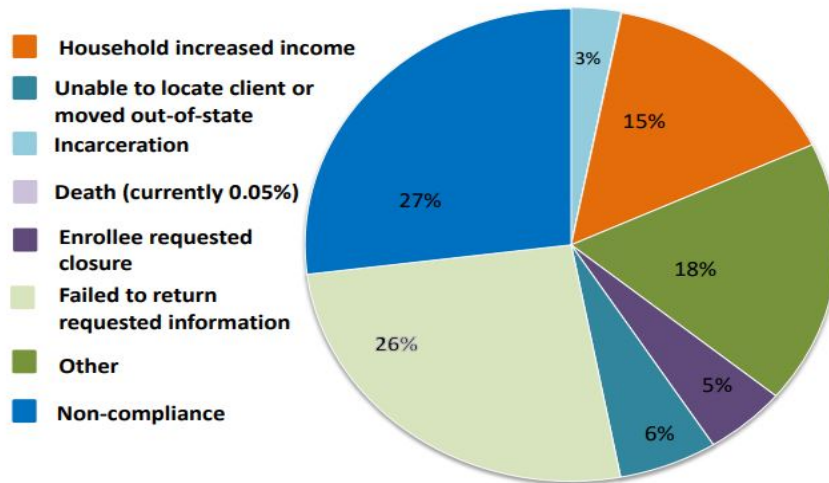


*August 2018 “Churn” Report

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 “Churn” Report

❖ Quality Assurance

The previously approved 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 previously approved 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.

The upcoming evaluation of the work and community engagement requirement will evaluate health status components, and DHS plans to include a survey of individuals who left Arkansas Works. The evaluation will aim to determine if individuals enrolled in a different type of coverage. Among those who left coverage and remained uninsured, the survey will include but not be limited to the following questions from the National Health Insurance Survey:

- What is the individuals' regular source of care?
- Did the individual not receive care because of an inability to pay?
- What is the individual's self-evaluation of their health condition?

DHS expects the successful bidder for the evaluation to have demonstrated expertise in designing and administering a valid survey among the affected population that will include person-to-person interviews.

❖ References

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| # | 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 -- 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 -- 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 -- 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 -- 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 -- Of AR Works individuals subject to the work requirement, % were exempt | Work Requirement | -- 30,228 individuals who were exempt -- Of AR Works individuals subject to the work requirement, 69.0% were exempt | -- 42,437 individuals who were exempt -- Of AR Works individuals subject to the work requirement, 70.7% were exempt | -- 54,977 individuals who were exempt -- 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 -- 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 -- 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 -- 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. -- 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. -- 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. -- 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. -- 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. -- 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. -- 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 -- 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 | -- 4 "Good Cause Exemption" requests completed -- Of good cause exemption requests completed, 75% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests completed, 25% were "Work Requirement Good Cause Exemption" requests | -- 49 "Good Cause Exemption" requests completed -- Of good cause exemption requests completed, 61.2% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests completed, 38.8% were "Work Requirement Good Cause Exemption" requests -- Note - There were 6 requests completed that were determined to not be good cause issues. They are not included in these metrics. | -- 172 "Good Cause Exemption" requests completed -- Of good cause exemption requests completed, 79.1% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests completed, 20.9% were "Work Requirement Good Cause Exemption" requests -- Note - There were 74 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 -- 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 | -- 3 "Good Cause Exemption" requests granted -- Of good cause exemption requests granted, 66.7% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests granted, 33.3% were "Work Requirement Good Cause Exemption" requests | -- 45 "Good Cause Exemption" requests granted -- Of good cause exemption requests granted, 64.4% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests granted, 35.6% were "Work Requirement Good Cause Exemption" requests | -- 140 "Good Cause Exemption" requests granted -- Of good cause exemption requests granted, 77.9% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests granted, 22.1% were "Work Requirement Good Cause Exemption" requests |
| 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 | -- 1 "Work Requirement Good Cause Exemption" requests completed -- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 100% Other | -- 19 "Work Requirement Good Cause Exemption" requests completed -- 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 -- 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 |

| # | Requirement | Description | Type | July 2018 | August 2018 | September 2018 |
|----|--|--|---------------------------|--|---|--|
| 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 | -- 1 "Work Requirement Good Cause Exemption" requests granted -- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 100% Other -- Of "Work Requirement Good Cause Exemption" requests completed, 100% were granted | -- 16 "Work Requirement Good Cause Exemption" requests granted -- 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 -- Of "Work Requirement Good Cause Exemption" requests completed, 84.2% were granted | -- 31 "Work Requirement Good Cause Exemption" requests granted -- 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 -- 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 -- Of "Reporting Good Cause Exemption" requests completed, % for each good cause reason | Good Cause | -- 3 "Reporting Good Cause Exemption" requests completed -- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 33.3% Family emergency, 66.7% Other | -- 30 "Reporting Good Cause Exemption" requests completed -- 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 -- 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 -- Of "Reporting Good Cause Exemption" requests granted, % for each good cause reason -- Of "Reporting Good Cause Exemption" requests completed, % that were granted | Good Cause | -- 2 "Reporting Good Cause Exemption" requests granted -- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 100% Other -- Of "Reporting Good Cause Exemption" requests completed, 66.7% were granted | -- 29 "Reporting Good Cause Exemption" requests granted -- 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 -- Of "Reporting Good Cause Exemption" requests completed, 66.7% were granted | -- 109 "Reporting Good Cause Exemption" requests granted -- 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 -- 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 -- 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 July | -- 5 Reasonable Accommodation Requests completed -- Of Reasonable Accommodation Requests completed, 100% were granted -- Of Reasonable Accommodation Requests completed, 0% were denied | -- 3 Reasonable Accommodation Requests completed -- Of Reasonable Accommodation Requests completed, 100% were granted -- 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 -- 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 July | -- 5 Reasonable Accommodation Requests granted -- Of Reasonable Accommodation Requests granted, percentage by reason: 60% Assisting Client on AR Works Portal, 20% Other, 20% Reason Not Identified -- Of Reasonable Accommodation Requests completed, 100% were granted | -- 3 Reasonable Accommodation Requests granted -- Of Reasonable Accommodation Requests granted, percentage by reason: 100% Assisting Client on AR Works Portal -- 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 -- 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 |

| # | Requirement | Description | Type | July 2018 | August 2018 | September 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 | -- 19,144 Applications Received by Medicaid Agency -- 5,284 Online Applications Received by Medicaid Agency (27.6%) -- 13,810 Mail Applications Received by Medicaid Agency (72.1%) -- 50 Phone Applications Received by Medicaid Agency (0.3%) Note - System does not distinguish between in-person and mail applications. | -- 21,955 Applications Received by Medicaid Agency -- 6,418 Online Applications Received by Medicaid Agency (29.2%) -- 15,482 Mail Applications Received by Medicaid Agency (70.5%) -- 55 Phone Applications Received by Medicaid Agency (0.3%) Note - System does not distinguish between in-person and mail applications. | -- 13,915 Applications Received by Medicaid Agency -- 3,911 Online Applications Received by Medicaid Agency (28.1%) -- 9,968 Mail Applications Received by Medicaid Agency (71.6%) -- 36 Phone Applications Received by Medicaid Agency (0.3%) Note - System does not distinguish between in-person and mail applications. |