



Arkansas Works Section 1115 Demonstration Waiver

QUARTERLY REPORT

Oct. 1, 2018 – Dec. 31, 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.

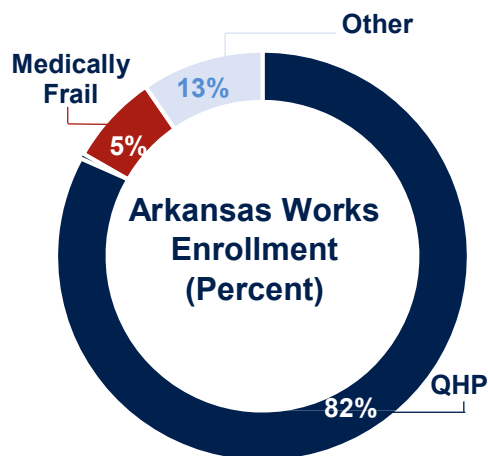
In 2018, with the implementation of the ARWorks WCE requirements, Arkansas will be able to test whether a “stronger incentive model is more effective in encouraging participation.”ⁱ The approved ARWorks amendment requires abled-bodied individuals to engage in work and community engagement activities, 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 applied to those people ages 30-49. In 2019, the WCE requirement also applies to individuals ages 19-29, and individuals who are 19-49 years old with incomes over 100% FPL.

Enrollment in ARWorks was 260,738 in October; 255,504 in November; and 247,374 in December 2018. The program continued 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 the quarter, 247,374 individuals were enrolled in ARWorks. 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 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 (October – December 2018)						
Month	Number of Individuals Enrolled	Number of Medically Frail Individuals	Number of Individuals with a Paid Premium	Premium Expenditures	Advance Cost Share Payments	Wrap Costs
October	260,738	19,805	213,272	\$100,330,909.68	\$21,080,923.32	\$843,114.63
November	255,504	20,007	206,707	\$96,939,526.24	\$20,500,971.76	\$818,574.50
December	247,374	19,943	195,843	\$90,871,892.43	\$19,350,387.57	\$756,185.58

❖ Utilization and Budget Neutrality

UTILIZATION

During this quarter, the total payment for ARWorks beneficiaries with a paid premium was \$349,074,611.00 Of this amount:

- \$288,142,328.35 was paid to the issuers for premiums.
- \$60,932,282.65 was paid for advanced cost-sharing reductions.

- \$2,417,874.71 was the total amount for wrap costs, including Non-Emergency Medical Transportation (NET) 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 to the budget neutrality cap:

Arkansas Works Budget Neutrality Information for Each Individual with a Paid Premium (October-December 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
October	\$470.44	\$98.85	\$3.95	\$573.24	\$597.32
November	\$468.97	\$99.18	\$3.96	\$572.11	\$597.32
December	\$464.00	\$98.81	\$3.86	\$566.67	\$597.32

❖ Operational Updates

PRESS REPORTS

October 2018

October 2– National coverage included articles regarding the Trump Administration’s support of the nation’s first state to implement WCE requirements for Medicaid. (1)

October 5– Local media including *KATV* and the *Arkansas Democrat-Gazette* included coverage of the deadline to report Arkansas Works activities and exemptions for September. Coverage of the upcoming deadline was also included. (2)

October 15– DHS released [its monthly Arkansas Works report for the September](#) reporting period, which can be found here. Coverage of the results of the WCE requirement included both local and national outlets. (3)

October 24– DHS [issued this press release](#) urging Arkansas Works enrollees to pay overdue premiums to avoid tax interception. Local outlets, including *Fox16 News* covered the release. (4)

October 25– National outlets included coverage of MACPAC’s stance regarding the work & community engagement requirement, including MACPAC’s request that CMS slow approvals, often citing Arkansas Works. (5)

November 2018

November 5– Local outlets including the *Arkansas Times* and the *Arkansas Democrat-Gazette* reported on the updated filings in the federal lawsuit regarding the Arkansas Works WCE requirement. (6)

November 12– Additional local coverage via *KATV* and national coverage via *Becker's Hospital Review* included articles regarding MACPAC's encouraging HHS to suspend the WCE requirement. (7)

November 15– DHS issued [this monthly Arkansas Works report for the October 2018](#) reporting period for the WCE requirement in Arkansas. Local and national outlets included the statistics of compliance and noncompliance in their news coverage spanning several days. (8-9)

November 26-28– News coverage regarding case closures under the WCE attempted to analyze reasons why individuals might not comply with requirement and the federal government's monitoring of Arkansas WCE requirement. (10)

December 2018

December 1– Media continued examination of Arkansas Works WCE requirement and analysis of potential impacts on the local and national level, some coverage included reminder regarding deadline for November 2018 reporting period. (11)

December 12– DHS [announced in a press release](#) that it was expanding report-by-phone options Arkansas Works enrollees, including to DHS directly through a DHS Helpline, seven days a week starting December 19, 2018. Coverage included local media like the *Arkansas Times* and *Arkansas Democrat-Gazette* and national outlets like *CNN* and *The Washington Examiner*. (12)

December 15– DHS [released its monthly Arkansas Works WCE report](#) for the November 2018 reporting period. Coverage on the report included state and national media for several days. (13)

December 20– Kaiser released a study regarding the Arkansas Works WCE alleging confusion among participants of the program about the WCE, which led to coverage and questions from reporters on a state and national front. (14)

December 25– Filings in the federal lawsuit challenging the approval of the Arkansas Works WCE requirement prompted coverage from the *Arkansas Democrat-Gazette* (15).

OUTREACH EFFORTS

The Arkansas Foundation for Medical Care (AFMC) placed phone calls on behalf of DHS to ARWorks beneficiaries 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) help 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 (October-December 2018)				
Month	Beneficiaries in Target Audience	Number of Calls Placed	Beneficiaries Successfully Educated	Referrals to WCE activity resources
October	1,024	5,903	559	1,155
November	889	6,029	442	1,170
December	5,702	18,913	1,893	1,134

Since May 1, 2018, DHS staff has 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

Outreach efforts for the Arkansas Works WCE requirement included efforts by DHS, AFMC, the Arkansas Department of Workforce Services, and the three private insurance carriers that provide the QHPs for enrollees. Extent of the outreach from April – December 2018 are summarized below:

Outreach	2018
Letters	592,000
Calls	230,000
Emails	312,000
Text Messages	38,000
Social Media	918

PUBLIC FORUMS

No public forums were done this quarter.

LAWSUITS

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

Key Milestones Accomplished

- **November 1, 2018** - New Arkansas Works beneficiaries ages 19-29 who were approved November 1, 2018, or later became subject to the WCE requirement. Dates for completing and reporting work activities set to begin the second month after approval.
- **November 1 – 8, 2018** - Requirement phase-in was set based on renewal months for beneficiaries 19-29 years old and notices were mailed to each person with specific details about the WCE requirement, services available through Arkansas Department of Workforce Services, and instructions on how to access and log in to online portal.
- **November 30, 2018** – The DHS second quarterly monitoring report was submitted to CMS.
- **December 8, 2018** - Arkansas Works beneficiaries ages 19-29 who were scheduled to begin the WCE requirement in January 2019 were mailed individually tailored notices. Not all individuals subject to the work requirement are required to report monthly, because they have previously provided information to DHS that they are compliant. These individuals receive an exemption from reporting. The notice to exempt beneficiaries contained information about their exemption. Those who were exempt were told no action was needed unless circumstances change, and that they will be notified when they are expected to take further action. Those without an identified exemption received a notice that they will be required to begin completing and reporting activities during January 2019. The notice contained details about the requirement and how to report a previously unidentified exemption or activities. The notice also informed them of the consequence of non-compliance.

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- **December 19, 2018** - DHS expanded enrollees' report-by-phone options to include the DHS Helpline manned by DHS staff and staff from AFMC. Individuals may contact DHS county offices or the DHS Helpline (1-855-372-1084) to report directly to DHS by phone. This is in addition to receiving in-person assistance in the DHS county offices, from registered reporters, or online.

❖ Evaluation Progress and Activities

The Arkansas Center for Health Improvement (ACHI) was previously contracted to complete the initial demonstration evaluation. The initial evaluation assessed 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

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- 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 overall 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.

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

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.



Q4 Monitoring Plan
Metrics - Oct-Dec 20

Work and Community Engagement Snapshot

Below are snapshots of the program for the quarter for WCE requirement compliance and reporting:

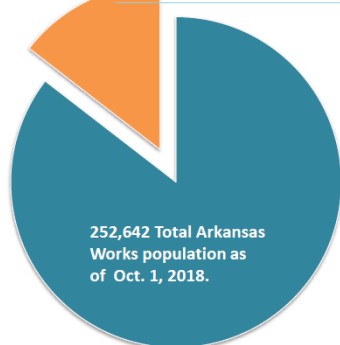


Arkansas Works Program

October 2018 Report

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

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



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



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

** Numbers as of Nov. 7, 2018.

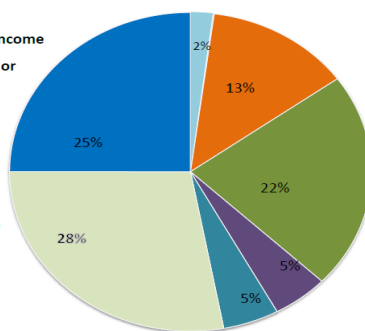
*Enrollees ages 30-49 were phased into the requirement from June through September 2018. Those 19-29 will roll in starting January 2019.

Arkansas Works Program

October 2018 Report

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

- Household increased income
- Unable to locate client or moved out-of-state
- Incarceration
- Death (currently 0.1%)
- Enrollee requested closure
- Failed to return requested information
- Other
- Non-compliance



Top four reasons people were exempt from reporting in October

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



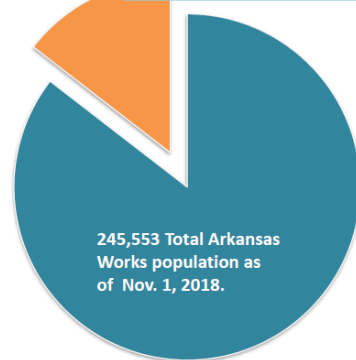
*October 2018 Report

Arkansas Works Program

November 2018 Report

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

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



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



1,428 Satisfied reporting requirement

914 Reported an exemption since Oct. 8, 2018

8,426 Did not satisfy reporting requirement

53,975 Meeting requirement due to work, training, or other activity. These enrollees were exempt from reporting their activities.

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

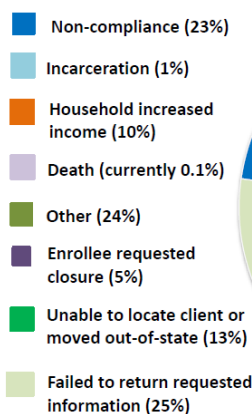
** Numbers as of Dec. 7, 2018

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

Arkansas Works Program

November 2018 Report

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



Top four reasons people were exempt from reporting in November

Employed at least 80 hours a month **25,149**

Already meeting SNAP requirement through work or exemption **9,984**

Medically frail/disabled **8,393**

At least one dependent child in the home **6,765**

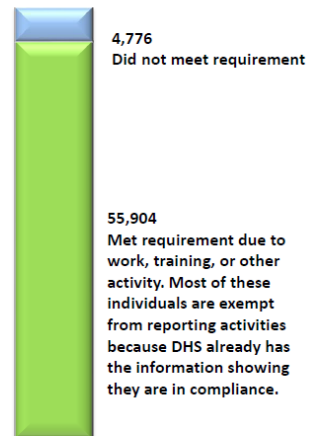
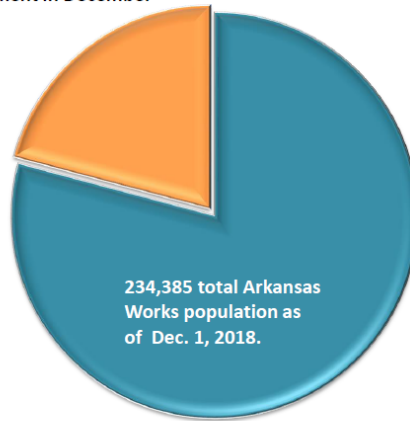
*November 2018 Report

Arkansas Works Program

December 2018

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

60,680 subject to work requirement in December*



Months of Not Meeting Requirement

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

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

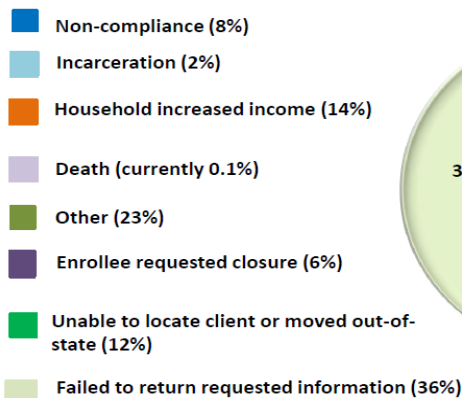
*Enrollees ages 30-49 are subject to the requirement in 2018. Those 19-29 will phase in from January to June 2019.

Arkansas Works Program

December 2018

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

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



Outreach Efforts April – December 2018

includes DHS, AFMC, insurance carriers, and DWS

Phone Calls	230,307
Letters	592,102
Emails	311,934
Text Messages	38,766
Social Media Posts	918

*December 2018 Report

❖ Quality Assurance

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

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

The ARWorks evaluation also explored 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 was evaluated using the following measures:

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

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#	Requirement	Description	Type	October 2018	November 2018	December 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	-- 13,653 individuals required to report work activities -- Of AR Works individuals subject to the work requirement, 19.8% were required to report work activities	-- 9,854 individuals required to report work activities -- Of AR Works individuals subject to the work requirement, 15.2% were required to report work activities	-- 6,087 individuals required to report work activities -- Of AR Works individuals subject to the work requirement, 10.0% were required to report work activities
2	Number and percentage of beneficiaries who are exempt from the community engagement requirement	-- # of individuals who were exempt -- Of AR Works individuals subject to the work requirement, % were exempt	Work Requirement	-- 55,388 individuals who were exempt -- Of AR Works individuals subject to the work requirement, 80.2% were exempt	-- 54,889 individuals who were exempt -- Of AR Works individuals subject to the work requirement, 84.8% were exempt	-- 54,593 individuals who were exempt -- Of AR Works individuals subject to the work requirement, 90.0% were exempt
7	Number and percentage of beneficiaries disenrolled for failing to comply with community engagement requirements	-- # of clients closed due to non-compliance -- Of AR Works clients closed, % closed due to non-compliance	Disenrollment	-- 3,815 individuals closed due to non-compliance with the work requirement -- Of AR Works individuals closed, 25% closed due to non-compliance with the work requirement	-- 4,655 individuals closed due to non-compliance with the work requirement -- Of AR Works individuals closed, 23% closed due to non-compliance with the work requirement	-- 1,232 individuals closed due to non-compliance with the work requirement -- Of AR Works individuals closed, 8% closed due to non-compliance with the work requirement
8	Number and percentage of beneficiaries disenrolled for failing to report	-- # of clients closed due to non-compliance who reported no work activity hours in the month that they closed. -- Of AR Works clients closed due to non-compliance, % who reported no work activity hours in the month that they closed.	Disenrollment	-- 3,755 individuals who closed due to non-compliance reported no work activity hours in October. -- Of individuals closed due to non-compliance, 98.4% reported no work activity hours in October.	-- 4,581 individuals who closed due to non-compliance reported no work activity hours in November. -- Of individuals closed due to non-compliance, 98.4% reported no work activity hours in November.	-- 1,214 individuals who closed due to non-compliance reported no work activity hours in December. -- Of individuals closed due to non-compliance, 98.5% reported no work activity hours in December.
9	Number and percentage of beneficiaries disenrolled for not meeting community engagement and reporting requirements	-- # of clients closed due to non-compliance who reported more than zero work activity hours in the month that they closed. -- Of AR Works clients closed due to non-compliance, % who reported more than zero work activity hours in the month that they closed.	Disenrollment	-- 60 individuals who closed due to non-compliance reported more than zero work activity hours in October. -- Of individuals closed due to non-compliance, 1.6% reported more than zero work activity hours in October.	-- 74 individuals who closed due to non-compliance reported more than zero work activity hours in November. -- Of individuals closed due to non-compliance, 1.6% reported more than zero work activity hours in November.	-- 18 individuals who closed due to non-compliance reported more than zero work activity hours in December. -- Of individuals closed due to non-compliance, 1.5% reported more than zero work activity hours in December.
3	Number and percentage of beneficiaries requesting good cause exemptions from reporting requirements (tracked manually)	-- # of "Good Cause Exemption" requests completed -- 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	-- 198 "Good Cause Exemption" requests completed -- Of good cause exemption requests completed, 78.3% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests completed, 21.7% were "Work Requirement Good Cause Exemption" requests -- Note - There were 93 requests completed that were determined to not be good cause issues. They are not included in these metrics.	-- 105 "Good Cause Exemption" requests completed -- Of good cause exemption requests completed, 79.0% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests completed, 21.0% were "Work Requirement Good Cause Exemption" requests -- Note - There were 47 requests completed that were determined to not be good cause issues. They are not included in these metrics.	-- 113 "Good Cause Exemption" requests completed -- Of good cause exemption requests completed, 69.9% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests completed, 30.1% were "Work Requirement Good Cause Exemption" requests -- Note - There were 43 requests completed that were determined to not be good cause issues. They are not included in these metrics.
4	Number and percentage of beneficiaries granted good cause exemption from reporting requirements	-- # of "Good Cause Exemption" requests granted -- 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	-- 182 "Good Cause Exemption" requests granted -- Of good cause exemption requests granted, 78.6% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests granted, 21.4% were "Work Requirement Good Cause Exemption" requests	-- 101 "Good Cause Exemption" requests granted -- Of good cause exemption requests granted, 80.2% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests granted, 19.8% were "Work Requirement Good Cause Exemption" requests	-- 106 "Good Cause Exemption" requests granted -- Of good cause exemption requests granted, 68.9% were "Reporting Good Cause Exemption" requests -- Of good cause exemption requests granted, 31.1% 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	-- 43 "Work Requirement Good Cause Exemption" requests completed -- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 51.2% Recipient Disability, 14.0% Family Member Disability, 4.7% Hospitalization, 4.7% Life Changing Event, 11.6% Technical Agency Issue, 14.0% Technical Client Support	-- 22 "Work Requirement Good Cause Exemption" requests completed -- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 59.1% Recipient Disability, 9.1% Hospitalization, 22.7% Life Changing Event, 4.5% Technical Agency Issue, 4.5% Other	-- 34 "Work Requirement Good Cause Exemption" requests completed -- Of "Work Requirement Good Cause Exemption" requests completed, percentage by reason: 64.7% Recipient Disability, 11.8% Life Changing Event, 5.9% Technical Agency Issue, 8.8% Technical Client Support, 2.9% Family Member Disability, 2.9% Serious Illness, 2.9% Other

#	Requirement	Description	Type	October 2018	November 2018	December 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	-- 39 "Work Requirement Good Cause Exemption" requests granted -- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 56.4% Recipient Disability, 12.8% Family Member Disability, 5.1% Hospitalization, 2.6% Life Changing Event, 12.8% Technical Agency Issue, 10.3% Technical Client Support -- Of "Work Requirement Good Cause Exemption" requests completed, 90.7% were granted	-- 20 "Work Requirement Good Cause Exemption" requests granted -- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 55.0% Recipient Disability, 10.0% Hospitalization, 25.0% Life Changing Event, 5.0% Technical Agency Issue, 5.0% Other -- Of "Work Requirement Good Cause Exemption" requests completed, 90.9% were granted	-- 33 "Work Requirement Good Cause Exemption" requests granted -- Of "Work Requirement Good Cause Exemption" requests granted, percentage by reason: 66.7% Recipient Disability, 12.1% Life Changing Event, 6.1% Technical Agency Issue, 9.1% Technical Client Support, 3.0% Family Member Disability, 3.0% Serious Illness -- Of "Work Requirement Good Cause Exemption" requests completed, 97.1% were granted
13	Number, percentage and type of reporting good cause exemptions requested	-- # of "Reporting Good Cause Exemption" requests completed -- Of "Reporting Good Cause Exemption" requests completed, % for each good cause reason	Good Cause	-- 155 "Reporting Good Cause Exemption" requests completed -- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 35.5% Technical Agency Issue, 24.5% Technical Client Support, 7.7% Recipient Disability, 7.1% Hospitalization, 12.9% Life Changing Event, 3.2% Family Member Disability, 7.7% Serious Illness, 0.6% Death of Family Member living in Home, 0.6% Birth of Family Member living in Home	-- 83 "Reporting Good Cause Exemption" requests completed -- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 8.4% Technical Agency Issue, 27.7% Technical Client Support, 22.9% Recipient Disability, 12.0% Hospitalization, 16.9% Life Changing Event, 6.0% Family Member Disability, 4.8% Serious Illness, 1.2% Other	-- 79 "Reporting Good Cause Exemption" requests completed -- Of "Reporting Good Cause Exemption" requests completed, percentage by reason: 15.2% Technical Agency Issue, 35.4% Technical Client Support, 15.2% Recipient Disability, 11.4% Hospitalization, 13.9% Life Changing Event, 3.8% Family Member Disability, 3.8% Serious Illness, 1.3% Death of Family Member Living in Home
14	Number, percentage and type of reporting good cause exemptions granted	-- # of "Reporting Good Cause Exemption" requests granted -- Of "Reporting Good Cause Exemption" requests granted, % for each good cause reason -- Of "Reporting Good Cause Exemption" requests completed, % that were granted	Good Cause	-- 143 "Reporting Good Cause Exemption" requests granted -- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 37.1% Technical Agency Issue, 22.4% Technical Client Support, 7.7% Recipient Disability, 7.7% Hospitalization, 13.3% Life Changing Event, 2.8% Family Member Disability, 7.7% Serious Illness, 0.7% Death of Family Member living in Home, 0.7% Birth of Family Member living in Home -- Of "Reporting Good Cause Exemption" requests completed, 92.3% were granted	-- 81 "Reporting Good Cause Exemption" requests granted -- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 8.6% Technical Agency Issue, 27.2% Technical Client Support, 23.5% Recipient Disability, 12.3% Hospitalization, 17.3% Life Changing Event, 6.2% Family Member Disability, 3.7% Serious Illness, 1.2% Other -- Of "Reporting Good Cause Exemption" requests completed, 97.6% were granted	-- 73 "Reporting Good Cause Exemption" requests granted -- Of "Reporting Good Cause Exemption" requests granted, percentage by reason: 16.4% Technical Agency Issue, 38.4% Technical Client Support, 15.1% Recipient Disability, 12.3% Hospitalization, 12.3% Life Changing Event, 2.7% Family Member Disability, 1.4% Serious Illness, 1.4% Death of Family Member Living in Home -- Of "Reporting Good Cause Exemption" requests completed, 92.4% 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	-- 6 Reasonable Accommodation Requests completed -- Of Reasonable Accommodation Requests completed, 100% were granted -- Of Reasonable Accommodation Requests completed, 0% were denied	-- 1 Reasonable Accommodation Request completed -- Of Reasonable Accommodation Requests completed, 100% were granted -- Of Reasonable Accommodation Requests completed, 0% were denied	-- 2 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	-- 6 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	-- 1 Reasonable Accommodation Request granted -- Of Reasonable Accommodation Requests granted, percentage by reason: 100% Assisting Client on AR Works Portal -- Of Reasonable Accommodation Requests completed, 100% were granted	-- 2 Reasonable Accommodation Requests granted -- Of Reasonable Accommodation Requests granted, percentage by reason: 100% Entering Information Reported on Paper Into System -- Of Reasonable Accommodation Requests completed, 100% were granted

#	Requirement	Description	Type	October 2018	November 2018	December 2018
10	Number and percentage of community engagement appeal requests from beneficiaries	<p>For Jun - Sep 2018: -- # of appeals filed related to the work and community engagement requirement -- A "total" from which to derive a percentage was not defined with OHA.</p> <p>Oct 2018 - onward: -- # of appeals filed related to the work and community engagement requirement -- Of appeals filed related to AR Works overall, % that are related to the work and community engagement requirement <i>Note: For reporting purposes, appeals are counted in the month that the DCO-assigned appeals and hearings staff receive the appeal from the Office of Appeals and Hearings.</i></p>	Other	-- 11 appeals files related to the work and community engagement requirement -- Of appeals files related to AR Works overall, 14.7% were related to the work and community engagement requirement	-- 11 appeals files related to the work and community engagement requirement -- Of appeals files related to AR Works overall, 21.2% were related to the work and community engagement requirement	-- 10 appeals files related to the work and community engagement requirement -- Of appeals files related to AR Works overall, 20.0% were related to the work and community engagement requirement
15	Number of appeals of dis-enrollments for non-compliance with community engagement	<p>For Jun - Sep 2018: -- Current appeals tracking does not identify appeals filed that are specifically appealing closure due to non-compliance. Additionally, the system does not distinguish between dis-enrollments for non-compliance with community engagement and dis-enrollments for failure to comply with the reporting requirements.</p> <p>Oct 2018 - onward: -- # of appeals filed related to closure for non-compliance with the work requirement <i>Note: For reporting purposes, appeals are counted in the month that the DCO-assigned appeals and hearings staff receive the appeal from the Office of Appeals and Hearings.</i></p>	Other	-- 3 appeals filed related to closure for non-compliance with the work requirement	-- 7 appeals filed related to closure for non-compliance with the work requirement	-- 8 appeals filed related to closure for non-compliance with the work requirement
16	Number of appeals for dis-enrollments for failure to comply with the reporting requirements	<p>For Jun - Sep 2018: -- Current appeals tracking does not identify appeals filed that are specifically appealing closure due to non-compliance. Additionally, the system does not distinguish between dis-enrollments for non-compliance with community engagement and dis-enrollments for failure to comply with the reporting requirements.</p> <p>Oct 2018 - onward: -- See #15 -- Arkansas does not distinguish between dis-enrollments for non-compliance with community engagement and dis-enrollments for failure to comply with reporting requirements.</p>	Other	Information Not Available	Information Not Available	Information Not Available
17	Number and percentage of applications made in-person, via phone, via mail and electronically.	<p>Data for this metrics is pulled from CMS KPI 5. It includes both MAGI and non-MAGI applications.</p> <p>When submitting KPI metrics to CMS, Arkansas updates the previous month's information.</p>	Other	-- 20,464 Applications Received by Medicaid Agency -- 5,746 Online Applications Received by Medicaid Agency (28.1%) -- 14,647 Mail Applications Received by Medicaid Agency (71.6%) -- 71 Phone Applications Received by Medicaid Agency (0.3%) <i>As of 1/16/2019</i> Note - System does not distinguish between in-person and mail applications.	-- 28,959 Applications Received by Medicaid Agency -- 15,748 Online Applications Received by Medicaid Agency (54.4%) -- 13,117 Mail Applications Received by Medicaid Agency (4.3%) -- 94 Phone Applications Received by Medicaid Agency (0.3%) <i>As of 1/16/2019</i> Note - System does not distinguish between in-person and mail applications.	-- 28,858 Applications Received by Medicaid Agency -- 15,919 Online Applications Received by Medicaid Agency (55.2%) -- 12,825 Mail Applications Received by Medicaid Agency (44.4%) -- 114 Phone Applications Received by Medicaid Agency (0.4%) <i>As of 1/16/2019</i> Note - System does not distinguish between in-person and mail applications.