



# Arkansas Works Section 1115 Demonstration Waiver

## **ANNUAL REPORT**

January 1, 2019 – December 31, 2019



In 2016, the Arkansas Department of Human Services (DHS) ended the Private Option and created Arkansas Works as an amendment to the demonstration program.

In January 2017, DHS referred all individuals enrolled in Arkansas Works to the Arkansas Department of Workforce Services (DWS). The referral allowed enrollees to voluntarily seek assistance with job training and job placement. However, from January 2017 to January 2018, 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 on June 1, 2018.

In 2018, with the implementation of the Arkansas Works WCE requirements, Arkansas sought to begin testing whether a “stronger incentive model is more effective in encouraging participation.”<sup>i</sup> The approved Arkansas Works amendment required abled-bodied individuals to engage in work and community engagement activities, which included education and training. Such requirements promote the objectives of Title XIX. The waiver amendment established a WCE requirement for non-disabled, childless adults who were 19-49 years old. In 2018, the WCE requirement applied to those people ages 30-49. In 2019, the WCE requirement also applied to individuals ages 19-29. On March 27, 2019, the D.C. Federal District Court vacated the U.S. Department of Health and Human Services waiver approving the Arkansas Works WCE requirement. The legal proceedings are ongoing, and the WCE reporting requirements for Arkansas Works clients have been suspended while those proceedings continue. Oral arguments took place in Washington, D.C. on October 11, 2019. Legal proceedings are ongoing.

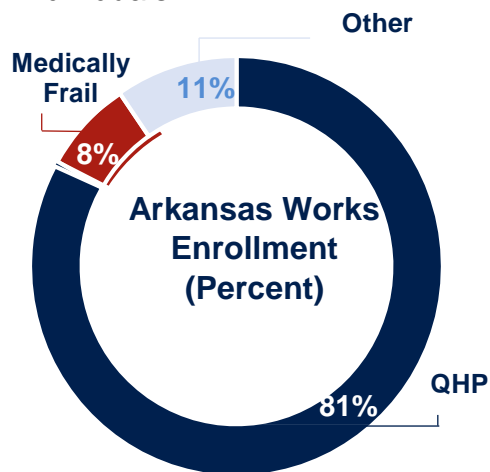
At the end of calendar year 2019, there were 259,518 individuals enrolled in Arkansas Works. The program continues to operate below the budget neutrality cap, which is \$625.39 for each client covered by Arkansas Works in 2019.

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## ❖ Eligibility and Enrollment

### ARKANSAS WORKS ENROLLMENT AND PREMIUM INFORMATION

There were 259,518 individuals enrolled in Arkansas Works in December 2019. Of these individuals:



- **Eighty-one percent** received Arkansas Works coverage through a qualified health plan (QHP) purchased from plans offered through the Healthcare Insurance Marketplace.
- **Eight percent** were designated as medically frail and received Medicaid services on a fee-for-service basis.
- **Eleven 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 clients in 2019:

Arkansas Works Enrollment and Premium Information (Jan. – Dec. 2019)						
Month	Number of Individuals Enrolled	Number of Medically Frail Individuals	Number of Individuals with a Paid Premium	Premium Expenditures	Advance Cost Share Payments	Wrap Costs
January	245,857	20,119	193,186	\$87,787,873.55	\$31,903,456.37	\$676,746.66
February	245,198	20,071	191,587	\$86,734,810.88	\$31,702,854.23	\$686,112.77
March	247,631	20,494	195,886	\$88,558,636.23	\$32,341,274.02	\$701,381.96
April	250,573	27,228	201,439	\$88,410,798.71	\$32,307,404.20	\$702,276.71
May	249,025	27,308	200,098	\$91,582,756.88	\$33,503,491.20	\$713,633.74
June	250,129	27,198	201,283	\$89,643,792.92	\$32,818,916.04	\$718,589.98
July	251,601	20,528	204,753	\$91,335,040.14	\$33,436,266.86	\$727,177.97
August	252,873	20,480	205,563	\$92,547,253.36	\$33,539,371.64	\$734,894.16
September	254,035	20,422	208,696	\$93,936,839.26	\$33,924,725.74	\$747,047.78
October	256,154	20,485	210,530	\$92,986,155.66	\$34,058,278.02	\$752,905.55
November	257,170	20,272	209,180	\$92,099,660.75	\$33,743,013.15	\$750,477.02
December	259,518	20,077	210,682	\$93,082,933.19	\$34,105,479.29	\$754,709.41

## ❖ Utilization and Budget Neutrality

### UTILIZATION

In 2019, the total payment for Arkansas Works clients with a paid premium was \$1,494,757,036.00. Of this amount:

- \$1,088,706,551.53 was paid to the issuers for premiums
- \$397,384,530.76 was paid for advanced cost-sharing reductions
- \$8,665,953.71 was the total amount for wrap costs, including Non-Emergency Medical Transportation (NET) and Early and Periodic Screening, Diagnostic, and Treatment (EPSDT).

In March and April of 2019, DHS paid \$42,945,601.43 to private option carriers outside of regular premium and cost-share payments. These payments are not reflected below because they were made to reconcile prior years and do not affect 2019 budget neutrality.

## BUDGET NEUTRALITY WORKBOOK

During this year, the payments for each client who received Arkansas Works coverage through QHPs remained below the budget neutrality cap. The table below shows the breakdown of payments for each client with a paid premium, and the table compares the total cost to the budget neutrality cap:

Arkansas Works Budget Neutrality Information for Each Individual with a Paid Premium (Jan.-Dec. 2019)					
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
January	\$454.42	\$162.62	\$3.50	\$620.54	\$625.39
February	\$452.72	\$165.47	\$3.58	\$621.77	\$625.39
March	\$452.09	\$165.10	\$3.58	\$620.77	\$625.39
April	\$438.90	\$160.38	\$3.49	\$602.77	\$625.39
May	\$457.69	\$167.44	\$3.57	\$628.70	\$625.39
June	\$445.36	\$163.05	\$3.57	\$611.98	\$625.39
July	\$446.07	\$163.30	\$3.55	\$612.92	\$625.39
August	\$450.21	\$163.16	\$3.58	\$616.95	\$625.39
September	\$450.11	\$162.56	\$3.58	\$616.25	\$625.39
October	\$441.68	\$161.77	\$3.58	\$607.03	\$625.39
November	\$440.29	\$161.31	\$3.59	\$605.19	\$625.39
December	\$441.82	\$161.88	\$3.58	\$607.28	\$625.39

## ❖ Operational Updates

### PRESS REPORTS

#### January 2019

January 1 -10, 2019: Local and national coverage included articles on the Arkansas Works WCE program and how other states are looking to implement a similar program. Coverage included *Splinter*, *Kaiser Health News*, *Arkansas Democrat-Gazette*, and *Arkansas Times*. (1)

January 11-15, 2019: Local media coverage by *The Arkansas Democrat Gazette* included Governor Hutchinson's and lawmakers' comments on Arkansas Works. National media covered a report that is critical of the Arkansas Works WCE requirement. (2)

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January 15, 2019: DHS released the [2018 Enrollment and Expenditure Report](#) for Arkansas Medicaid, which included statistics about Medicaid programs including Arkansas Works. (3)

January 16-28, 2019: DHS released the [Arkansas Works Monthly Report](#) showing the number of people who did not meet the WCE requirement whose coverage ended. Local media coverage included *The Arkansas-Democrat Gazette*, Talk Business & Politics, and KARK. (4)

## February 2019

February 1-10, 2019: Local and national media continued coverage regarding Arkansas Works. Local media coverage included *The Helena Independent Record*, *Northwest Arkansas Democrat-Gazette*. National media included townhall.com. (5)

February 15, 2019: DHS released the [Monthly Enrollment and Expenditure Report](#) for Arkansas Medicaid, which included statistics on Arkansas Works. (6)

February 15-18, 2019: The [Arkansas Works Monthly Report](#) was covered by local media including Talk Business & Politics, KUAR, *The Arkansas Democrat Gazette*, and KNWA. National media coverage included NPR. (7)

February 21-25, 2019: Local and national media coverage continued on Arkansas Works. Coverage focused on legal proceedings and the judge's ruling on the status on Arkansas Works. (8)

## March 2019

March 12-17, 2019: [Monthly Arkansas Works Report](#) release covered by local and national media. Local and national media coverage also included ruling on Arkansas and Kentucky Medicaid programs expected by end of March. (9)

March 19, 2019: DHS released the [Monthly Enrollment and Expenditure Report](#) for Arkansas Medicaid, including statistics on Arkansas Works.(10)

March 27, 2019: Local and national media reported on a federal judge's ruling that suspended the WCE requirement in Arkansas Works and a similar program in Kentucky. (11)

## April 2019

April 1-8, 2019: Local media and national media continued coverage following a federal judge's decision that placed the WCE requirement on hold. A state lawmaker also introduced legislation during the legislative session that sought to reinstate benefits for those whose coverage ended due to not meeting the requirement. The Arkansas House of Representatives approved the state Medicaid expansion budget. Local media coverage included KATV, the *Arkansas-Democrat Gazette*, and the *Arkansas Times*. (12)

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April 9-17, 2019: Local and national outlets, including CNN, KATV, KARK, the *Arkansas Democrat-Gazette*, and *The Arkansas Times* continued coverage of Arkansas Works as the Trump Administration considered appeals of the Medicaid WCE requirement decision. Coverage included statements from Arkansas Governor Asa Hutchinson regarding the Federal Appeals Court's plans to expedite the appeal. (13)

April 15, 2019: DHS released the [Monthly Enrollment and Expenditure Report](#) for Arkansas Medicaid, including statistics on Arkansas Works. Coverage included articles by *The Arkansas Times* and Talk Business & Politics. (14)

April 20-30, 2019: Local and national outlets continued coverage regarding the Arkansas Works WCE requirement when the Department of Justice appealed the District Court ruling that placed the requirement on hold. Coverage included articles and stories by KATV, KAIT, *National Law Review*, *Arkansas Democrat-Gazette*, and *Arkansas Times*. (15)

## May 2019

May 1-13, 2019: Local media outlets speculated about what could happen next for Medicaid expansion in Arkansas, while a new study analyzed the Arkansas Works WCE requirement effort to reduce Arkansans' need for public assistance and to help them gain employment. (16)

May 16, 2019: DHS released the [Monthly Medicaid Enrollment and Expenditure Report](#), which provided data on Arkansas Medicaid including Arkansas Works. (17)

May 15-24, 2019: Local and national media covered the Trump Administration's announcement that it would attempt to reverse the ruling that halted the Medicaid WCE requirements for Arkansas and Kentucky. Coverage also focused on an appellate brief filed by the State, which argued the judge misinterpreted Medicaid law. Local media coverage includes the *Arkansas Democrat-Gazette* and the *Arkansas Times*, while national coverage includes *Insider Louisville*. (18)

## June 2019

June 10-21, 2019: Media outlets debated the merits of the Arkansas Works WCE requirement and the findings of a study released that examined whether the requirement helped to boost employment. Coverage included the *Arkansas Democrat-Gazette*, the *Arkansas Times*, *The Federalist*, *The Becker Hospital Review*, and *The Kaiser Family Foundation*. (19)

June 18, 2019: DHS distributed the [Medicaid Monthly Enrollment and Expenditure Report](#), which included statistics on Medicaid programs including Arkansas Works. (20)

June 22-30, 2019: Reviews of the WCE requirement continued, and media coverage included articles regarding documents filed by attorneys for two Medicaid recipients in the U.S. Court of Appeals for the D.C. Circuit asking the court to uphold the ruling by a federal district judge that halted the requirement. Local media coverage includes the *Arkansas-Democrat Gazette* and the *Arkansas Times*. (21)



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## July 2019

July 1, 2019: Media coverage continued as the WCE requirement remained on hold following a federal judge's decision. A new court filing was issued as Indiana implemented a WCE requirement rule. Local and national coverage included the *Arkansas Democrat-Gazette*, *Arkansas Times*, and *The Progressive Pulse*. (22)

July 9-14, 2019: National media analyzed Medicaid WCE requirements across the country including how Arkansas implemented the requirement. Coverage included *The Roll Call*, *Splinter*, and *New Hampshire Public Radio*. (23)

July 12, 2019: DHS distributed the [Medicaid Monthly Enrollment and Expenditure Report](#), which included statistics on Medicaid programs including Arkansas Works. (24)

July 19-23, 2019: Local and national media covered the Trump Administration's appeal of the judge's ruling of Arkansas's WCE requirement. Secretary of State Leslie Rutledge filed a briefing supporting the administration's appeal. The same judge who ruled on Arkansas's WCE requirement also reviewed a similar requirement in New Hampshire. Coverage included the *Arkansas Democrat-Gazette*, *Arkansas Times*, and *The Roll Call*. (25)

July 29-30, 2019: Judge Boasberg issued a ruling on the WCE requirement rule in New Hampshire. National coverage included *The Hill*. The *Arkansas Democrat-Gazette* reported on the Arkansas Insurance Department's announcement of a possible rate increase for plans including those for Arkansas Works clients. (26)

## August 2019

August 2, 2019: Oral arguments were scheduled for October 2019 on the Trump Administration's appeal of the ruling on the Medicaid WCE requirements in Arkansas and Kentucky. Local and national coverage included the *Arkansas Democrat-Gazette* and *Insider Louisville*. (27)

August 6-8, 2019: Local media including KATV, the *Associated Press*, and the *Arkansas Democrat-Gazette* reported on Governor Hutchinson's comments on a proposed change to the state's Medicaid eligibility requirements. Meanwhile, national media analyzed the effectiveness of Medicaid WCE requirements across the country with coverage including *The Keene Sentinel*, *Inside Sources*, Kaiser Family Foundation, and *Jackson Clarion Ledger*. (28)

August 27-28, 2019: National coverage focused on the ruling by a federal court on the Medicaid WCE requirement in New Hampshire, which included discussions of Arkansas's implementation of WCE requirements. (29)

## September 2019



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September 3, 2019: Media continued to analyze WCE requirement rules and how court challenges could affect the future of states seeking to implement the rules. (30)

September 13, 2019: DHS released the [Medicaid Monthly Enrollment and Expenditure Report](#), which included statistics on Medicaid programs including Arkansas Works. (31)

September 23-26, 2019: National media covered lawsuits filed to challenge the WCE requirement in Indiana and included comparisons to Arkansas's WCE requirement program. As reviews continued on the effects of a possible reinstatement of WCE requirements, Idaho submitted an application to implement state WCE requirement rules. (32)

## October 2019

October 2-4, 2019: The WCE requirement in Arkansas remained on hold following a federal judge's decision. National media analyzed how WCE requirements might affect other states like Virginia while local media covered a study released by the Urban Institute that researched the implementation of Arkansas's WCE requirement. Local and national coverage included the *Arkansas Democrat-Gazette*, *Arkansas Times*, and *WVTF*. (33)

October 9-14, 2019: National and local media examined the effectiveness of Medicaid WCE requirements and covered proceedings in the appellate courts. Coverage included the *Louisville Courier Journal*, *Arkansas Democrat-Gazette*, and *Los Angeles Times*. (34)

October 15, 2019: DHS distributed the [Medicaid Monthly Enrollment and Expenditure Report](#), which included statistics on Medicaid programs including Arkansas Works. (35)

October 18-23, 2019: *Modern Healthcare* covered a report by Kaiser Family Foundation evaluating the effect of WCE requirements on Medicaid enrollment as Arizona suspended its WCE requirement, pending the appellate court's ruling. Both local and national outlets covered an exchange between CMS Administrator Seema Verma and Massachusetts Representative Joe Kennedy about the Arkansas WCE requirement. Other coverage included *KTBS*, *Arkansas Times*, and *The Hill*. (36)

October 27-28, 2019: Local coverage from the *Arkansas Democrat Gazette* centered around one of the private insurance companies covering Arkansas Works clients that was ordered to repay unused premiums. *Heath Affairs* focused on oral arguments heard earlier in the month for two cases in federal court on the Arkansas Medicaid 1115 waiver. *Kaiser Health News* reported about Pennsylvania's approach to a WCE requirement. (37)

## November 2019

November 1, 2019: NPR examined some states' returned mail rules and their effect on Medicaid eligibility, citing the clients who lost benefits in Arkansas during its WCE implementation. (38)

November 10-12, 2019: National coverage analyzed results of different approaches to WCE requirements around the country. Kaiser Health News covered CMS Administrator Seema Verma's comments during a speech to the nation's Medicaid directors. The report noted that federal government had approved WCE requirement plans in 10 states with 10 pending requests, also noting that Indiana, Arizona, and New Hampshire had chosen to put their plans on hold. Other coverage included the *Times-Herald Record* and *State Journal*. (39)

November 21, 2019: DHS shared the [Medicaid Monthly Enrollment and Expenditure Report](#) including statistics on Medicaid programs like Arkansas Works. (40)

November 26, 2019: *The Detroit Metro Times* reported on a new lawsuit filed in Michigan to stop the state's WCE requirement, citing other lawsuits including the proceedings that suspended the requirement in Arkansas. (41)

## December 2019

December 4-9, 2019: National outlets reported on Virginia's decision to suspend its WCE requirement efforts, citing the judge's decision to stop Arkansas's requirement. Coverage included the *Bluefield Daily Telegraph*, *The Hill*, and *Capital News Service*. (42)

December 12-16, 2019: Coverage from *Modern Healthcare*, *The Washington Post*, and *The New York Times* reported on South Carolina's federal approval to implement a WCE requirement, while *The Wall Street Journal* reported on the Kentucky Governor's decision to stop the requirement for the state. (43)

December 17, 2019: DHS released the [Medicaid Monthly Enrollment and Expenditure Report](#), which included statistics on Medicaid programs like Arkansas Works. (44)

December 21-29, 2019: National coverage analyzed the reasoning behind WCE requirements, the results in Arkansas, and the possible effects of planned requirements in states like Idaho. (45)

## OUTREACH EFFORTS

DHS and its partner, AFMC, targeted new enrollees to the Arkansas Works program between the ages of 19 and 49 to educate them about general program information, ensure their contact information was current, discuss the importance of choosing a carrier or primary care provider, and refer clients to job training and community opportunities. AFMC's primary goals were to (1) ensure the client was aware of his or her status, (2) help answer client questions, and (3) educate the client on the reporting process for changes to his or her information. Those efforts are summarized below:

AFMC Outreach to Arkansas Work Clients (Jan.-Dec. 2019)				
Month	Beneficiaries in Target Audience	Number of Calls Placed	Beneficiaries Successfully Educated	Referrals to WCE activity resources
January	4,159	15,808	1,251	2,023

<b>February</b>	5,341	16,645	1,523	1,771
<b>March</b>	3,953	18,015	1,288	1,961
<b>April</b>	5,928	9,930	1,083	2,202
<b>May</b>	13,539	19,610	3,951	1,136
<b>June</b>	6,127	26,136	2,788	920
<b>July</b>	6,409	19,125	2,795	979
<b>August</b>	6,481	26,463	2,868	676
<b>September</b>	6,439	25,003	2,772	817
<b>October</b>	7,047	20,003	3,425	719
<b>November</b>	6,737	19,017	2,769	921
<b>December</b>	7,520	15,398	3,054	667

DHS has also continued targeted outreach to Arkansas Works clients in social media posts and online website content regarding the importance of preventive services, developing a relationship with their PCP, the benefits of working, contributing to their community, continuing their education, and getting assistance from the Arkansas Division of Workforce Services (DWS).

## **PUBLIC FORUMS**

No public forums were done this quarter.

## **LAWSUITS**

On March 27, 2019, the D.C. Federal District Court vacated the U.S. Health and Human Services waiver approving the Arkansas Works Work Requirement.

In 2019, the decision in that case remained on appeal before the D.C. Federal Circuit Appeals Court.

Oral arguments took place in Washington, D.C. on October 11, 2019.

## **KEY MILESTONES ACCOMPLISHED**

**January 1, 2019** – WCE requirements began for individuals ages 19 – 29 and individuals ages 30 – 49 with household incomes above 100% FPL.

**January 8, 2019** - Arkansas Works clients ages 19-29 who were scheduled to begin the WCE requirement in February 2019 were mailed individual notices telling them about their status.

**February 8, 2019** - Arkansas Works clients ages 19-29 who were scheduled to begin the WCE requirement in March 2019 were mailed individually tailored notices.

**February 28, 2019** – Fourth quarterly monitoring report for 2018 was submitted to CMS.

## **❖ Evaluation Progress and Activities**

DHS has since procured a new vendor to evaluate the ongoing Arkansas Works program. The newly

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selected vendor is General Dynamics Information Technology (GDIT). The evaluation is similar to the initial evaluation, Arkansas Works evaluation. This contract looked at whether Arkansas Medicaid Beneficiaries received the same, better, or worse care under Arkansas Works than under traditional FFS (Fee-For-Service) Medicaid.

The scope of the evaluation included an assessment of the demonstration goals of improving access, improving care and outcomes, reducing churn, and lowering costs. This was accomplished by measuring whether:

- Beneficiaries would have equal or better access to health care compared with what they would have otherwise had in the Medicaid fee-for-service system over time.
- Beneficiaries would have equal or better care and outcomes compared with what they would have otherwise had in the Medicaid fee-for-service system over time.
- Beneficiaries would have better continuity of care compared with what they would have otherwise had in the Medicaid fee-for-service system over time.
- Services provided to beneficiaries would prove to be cost effective.

## **Evaluation Activities**

- Conducted seven Full Evaluation Team Meetings to:
  - Create a collaborative forum
  - Finalize contract items
  - Discuss overall expectations and requirements
  - Determine GDIT information needs
  - Plan data integrations
  - Plan survey administrations
  - Establish timeline for submissions to the Centers for Medicare & Medicaid Services (CMS)
  - Understand data/information needs from prior evaluation
  - Revise data metrics and create driver diagrams, goals, and hypotheses tables
- Conducted fourteen internal GDIT meetings to:
  - Plan and implement data integrations
  - Familiarize the team with program expectations
  - Prepare survey administrations
  - Create transition documents for CMS
  - Draft detailed evaluation plan

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- Review preliminary data analyses
  - Conducted an introductory meeting with the Arkansas Insurance Department
  - Completed transition documents for DHS review and CMS submission

Once CMS approves the transition documents, DHS/DMS and GDIT will incorporate any feedback and immediately submit the new evaluation plan.

## **Evaluation Vendor Procurement**

DHS/DMS awarded the Arkansas Works Waiver Evaluation contract to a successful bidder. The awarded vendor will continue analysis of data from January 1, 2019, forward, so that there are no gaps in data gathered and analyzed in the demonstration analysis.

DHS/DMS announced on June 2019, that the contract was awarded to General Dynamics Information Technology (GDIT). GDIT began the Arkansas Works Waiver Evaluation demonstration analysis on August 1, 2019.

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. On March 27, 2019, the D.C. Federal District Court vacated the U.S. Health and Human Services waiver approving the Arkansas Works Work Requirement. Oral arguments took place in Washington, D.C. on October 11, 2019. Legal proceedings are ongoing.

## **Community Engagement Eligibility and Enrollment Monitoring**

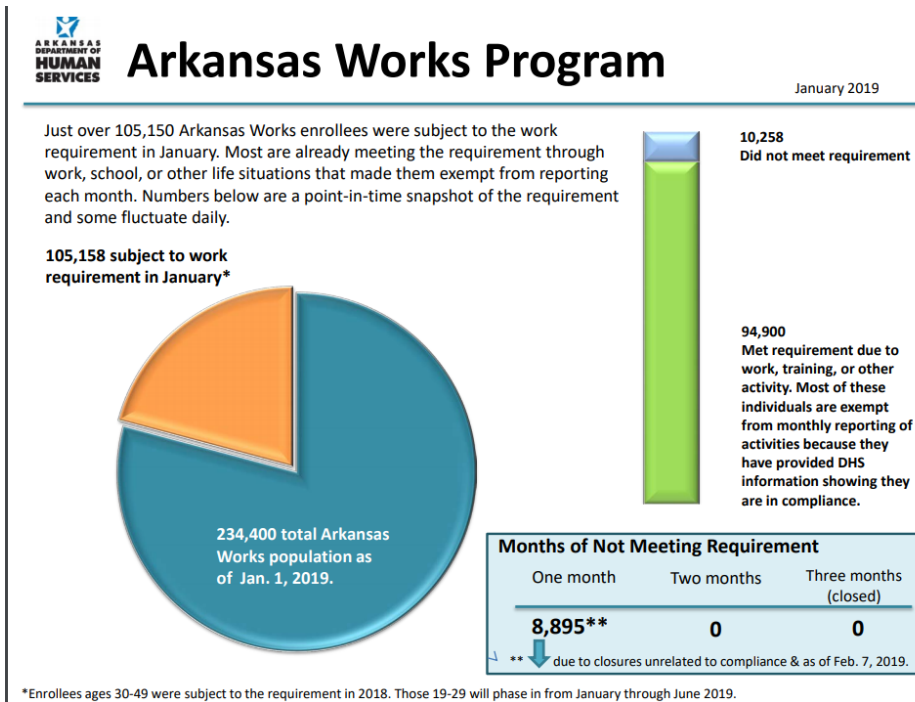
The State of Arkansas submitted its community engagement eligibility and enrollment monitoring plan as required by special term and condition (STC) 54 of the state's section 1115 Demonstration, Arkansas Works (Project No. 11-W-00287/6).

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 first quarter of 2019. On March 27, 2019, the D.C. Federal District Court vacated the U.S. Health and Human Services waiver approving the Arkansas Works Work Requirement.

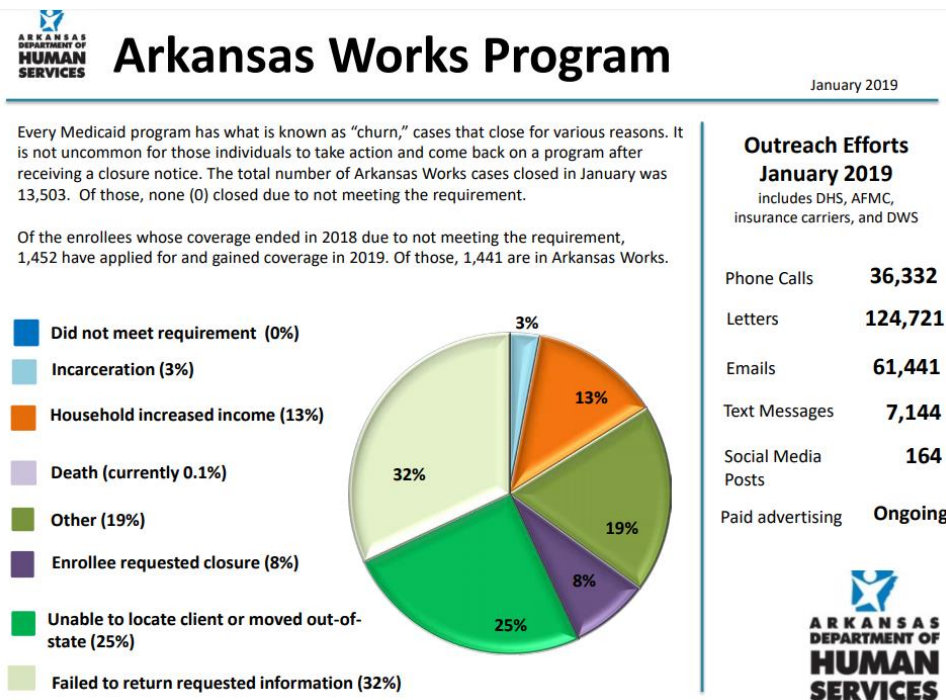


## Work and Community Engagement Snapshot

Below are snapshots of the program for the WCE requirement reporting periods in January and February 2019. A monthly report for March 2019 was not produced, as the WCE requirement was suspended as legal proceedings continued. Therefore, there were no WCE outcomes to report.



\* January 2019 Report



\* January 2019 “Churn” Report



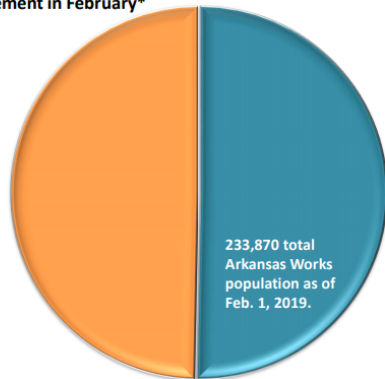


# Arkansas Works Program

February 2019

Just over 116,200 Arkansas Works enrollees were subject to the work requirement in February. Most are already meeting the requirement through work, school, or other life situations that made them exempt from reporting each month. Numbers below are a point-in-time snapshot of the requirement and some fluctuate daily.

116,229 subject to work requirement in February\*



13,373  
Did not meet requirement

102,856  
Met requirement due to work, training, or other activity. Most of these individuals are exempt from monthly reporting of activities because they have provided DHS information showing they are in compliance.

Months of Not Meeting Requirement		
One month	Two months	Three months (closed)
7,066**	6,472**	0

\*\* due to closures unrelated to compliance & as of March 7, 2019.

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

\*February 2019 Report

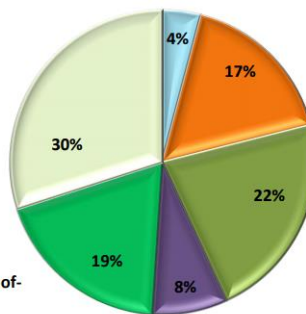
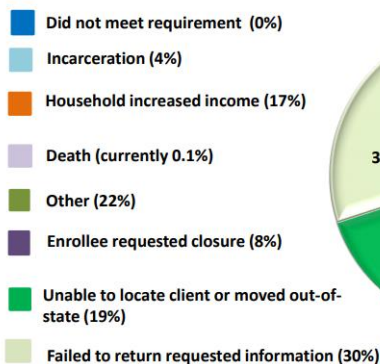


# Arkansas Works Program

February 2019

Every Medicaid program has what is known as “churn,” cases that close for various reasons. It is not uncommon for those individuals to take action and come back on a program after receiving a closure notice. The total number of Arkansas Works cases closed in February was 10,854. Of those, none (0) closed due to not meeting the requirement.

Of the enrollees whose coverage ended in 2018 due to not meeting the requirement, 1,910 have applied for and gained coverage in 2019. Of those, 1,889 are in Arkansas Works.



## Outreach Efforts February 2019

includes DHS, AFMC, insurance carriers, and DWS

Phone Calls	43,989
Letters	90,629
Emails	62,466
Text Messages	18,018
Social Media Posts	170
Paid advertising	Ongoing



\*February 2019 “Churn” Report

## ❖ Quality Assurance



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The Arkansas Works evaluation will assess the quality of care provided to Arkansas Works clients by analyzing whether clients 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 Arkansas Works evaluation will also explore whether Arkansas Works clients 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

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