

People could lose their health care coverage.



Take these steps to help them keep it.

1. Confirm the beneficiary has Healthy Michigan Plan (HMP) coverage. If they are not sure, they can find out by calling Customer Service at their Medicaid Health Plan, through the myHealthButton, or by calling the Beneficiary Help Line at **1-800-642-3195 (TTY 1-866-501-5656)**.
2. Show them the HMP Work Requirements Reporting Work and Exemptions handbook. If they do not have one, provide a booklet and highlight or flag the sections most relevant to them.
3. Sign up to be a MI Bridges community partner at **Michigan.gov/MIbridgesPartners**.
4. Provide computers, tablets or mobile devices for clients to register and use MI Bridges or to call the HMP Work Requirements and Exemption Reporting Line at **1-833-895-4355 (TTY 1-866-501-5656)**. Whenever feasible, guide beneficiaries to MI Bridges rather than the call center to help avoid long hold times.
5. Provide information materials to beneficiaries (rack card, check-off sheet and/or reminder magnets if they do not have one).

6. Ask your beneficiaries whether they have an exemption.

Exemptions include:

- **Pregnant women** or women who were pregnant in the last 2 months.
- People who are **medically frail**. Medically frail includes people with a physical, mental or emotional health condition; physical, intellectual or developmental disability or survivors of domestic violence or beneficiaries who are homeless.
- People who are the main **caretaker for a family member under 6 years of age**. Only one parent per household can have this exemption.
- People who are full-time students.
- People who are under age 21 and were in Michigan foster care.
- People who have been in jail or prison within the last 6 months.
- People who get State of Michigan unemployment benefits.
- People who get temporary or permanent disability payments from a private insurer or the government.
- People who have “good cause” because they or a close family member:
 - Have a serious illness
 - Are hospitalized, or
 - Have a disability that meets the government definition
- People who have a medical condition that limits work, approved by a doctor.
- People who are caring for a dependent who has a disability and a doctor’s order for full-time care. Only one member per household may claim this exemption.
- People who are caring for a person who cannot make decisions for themselves.
- People who get Food Assistance Program (FAP) or Cash (Temporary Assistance for Needy Families – TANF) benefits from MDHHS.

7. Assist with reporting all exemptions (reasons to be excused) that apply. Exemptions should be reported on MI Bridges (Head of Household only) or by calling the HMP Work Requirements and Exemption Reporting Line. Exemptions last for 12 months or until the beneficiary's next redetermination (renewal) date, whichever is first.
8. If no exemptions apply, ask your beneficiaries if they are meeting the requirements of 80 hours per month of work or other activities such as job search.
9. If they are required to report, they must tell MDHHS about work or other activities such as job search, education, job/vocational training, Tribal employment programs, substance use disorder rehabilitation, internships or volunteering each month.
10. They can tell MDHHS about work or other activities at Michigan.gov/MIbridges or at **1-833-895-4355 (TTY 866-501-5656)**.

Completed hours in...	Tell MDHHS between...
January	January 11 - February 28
February	February 11 - March 31
March	March 11 - April 30
April	April 11 - May 31
May	May 11 - June 30
June	June 11 - July 31
July	July 11 - August 31
August	August 11 - September 30
September	September 11 - October 31
October	October 11 - November 30
November	November 11 - December 31
December	December 11 - January 31

11. If they need assistance with finding work, job training or job search, direct them to Michigan Works! at **1-800-285-WORKS (9675)**. Or go to **MichiganWorks.org** to find a service center near them.
12. If they need assistance with work supports such as child care, transportation, etc., direct them to Customer Service at their health plan or the HMP Work Requirements and Exemption Reporting Line at **1-833-895-4355 (TTY 1-866-501-5656)**.
13. They may be selected for review of their self-reported information. Help them identify documents to keep and a method to keep them (reminder magnet, for example) should they be asked for proof of their work or other activities. The following are examples of items they should keep:

Exemption, work, or other activities	Documentation examples
Job or income	Paycheck stub, valid employer statement
Self-employment	Business receipts, recent tax return, Schedule C
Volunteering	Statement from agency indicating when you volunteered
Internship	Letter or statement from college, school or business
Student	Documentation from school showing enrollment
Tribal employment program	Statement from the Tribe
Job/vocational training	Statement from the trainer or organization doing the training
Job search	Job search log from a Michigan Works! agency, copies of submitted applications
Medical conditions that limit work	Statement from a doctor
Caring for a dependent with a disability in need of full-time care	Statement from a doctor

14. For more details on work requirements or exemptions (reasons to be excused), visit **HealthyMichiganPlan.org** or call **1-833-895-4355 (TTY 1-866-501-5656)**.