



Reporting for Work Requirements

Phil Kurdunowicz
Michigan Department of Health and Human Services
October 24, 2019

Overview of the Presentation

- ▶ Overview of the Agenda and Updates
 - Regional Forums
 - Medicaid Policy Bulletin
- ▶ Brief Refresher on the New Work Requirements
- ▶ Scenarios for Reporting Work, Other Activities, and Exemptions
- ▶ Screenshots of MI Bridges
- ▶ Resources and Questions

Regional Forums

- ▶ MDHHS has launched a series of regional forums to increase awareness and prepare beneficiaries to meet the new requirements. Beneficiaries, health care providers, health plans, and community organizations are invited to participate in these forums.
- ▶ MDHHS will conduct meetings in the following locations.

Lansing	Marquette	St. Ignace	Roscommon
Detroit #1	Detroit #2	Flint	Saginaw
Waterford	Jackson	Kalamazoo	Grand Rapids
Muskegon	Dearborn		

- ▶ MDHHS is encouraging stakeholders to register for the forums by visiting HealthyMichiganPlan.org and clicking the Changes Coming in 2020 tab.

Medicaid Policy Bulletin

- ▶ MDHHS issued proposed policy changes for public comment on October 2nd, 2019.
- ▶ The purpose of the bulletin is to provide information regarding changes to the HMP program.
- ▶ The bulletin also provides updated information on the policy and operational processes for the administration of key elements of the HMP program.
 - The Healthy Behaviors Incentives Program and administration of related healthy behavior requirements
 - Co-pays and contributions obligations for HMP beneficiaries
 - Identification process for HMP beneficiaries who are medically frail
- ▶ Stakeholders can provide comments on the draft bulletin until November 6th, 2019.

Brief Refresher on the New Work Requirements



Brief Refresher on the New Work Requirements

Population

- All HMP beneficiaries that are between the ages 19 and 62 that are not otherwise exempt (excused)

Changes

- Required to work or complete other activities, such as job search, for at least 80 hours per month
- Loss of eligibility for non-compliance

Date

- Implementation Date: January 1, 2020

Brief Refresher on the New Work Requirements

- ▶ HMP beneficiaries who are not exempt must report the completion of 80 hours of any combination of the following activities each month:
 - I have a job or income
 - I am a student (completing high school, GED or college)
 - I am looking for a job
 - I am volunteering
 - I am job training
 - I am in a tribal employment program
 - I am in rehab (substance abuse)
 - I am in vocational training
 - I have an internship

Brief Refresher on the New Work Requirements

- ▶ Beneficiaries will have until the end of the current month to report hours for the previous month.
- ▶ MDHHS will also use administrative to determine if beneficiaries are completing work or other activities. MDHHS will send a notice to beneficiaries for the first month that they are deemed.
- ▶ Beneficiaries will receive a notice every time that they fail to report for a given month.
- ▶ Beneficiaries will have the opportunity to cure previous months of non-compliance for up to 60 days after the end of the failed month.
- ▶ If a beneficiary fails to meet work requirements for three months in a calendar year, the beneficiary will lose eligibility.

Brief Refresher on the New Work Requirements

- ▶ An exemption means that an HMP beneficiary may be excused from:
 - HMP work requirements and/or
 - Other HMP program requirements.
- ▶ Exemptions can last up to one year. Some exemptions can be renewed.
- ▶ Beneficiaries can tell MDHHS about an exemption (through self-attestation). MDHHS may also use administrative data to identify beneficiaries who should be excused from the requirements.
- ▶ Once a beneficiary tells MDHHS about an exemption, MDHHS will send the beneficiary a letter with the date the exemption ends.

Brief Refresher on the New Work Requirements

“Reportable” HMP Work Requirement Exemptions

1. The beneficiary is pregnant or was pregnant in the last 2 months.
2. The beneficiary is the main caretaker for a family member under 6 (One parent per household).
3. The beneficiary is a full-time student.
4. The beneficiary is under age 21 and was in Michigan foster care.
5. The beneficiary was in prison or jail in the last 6 months.
6. The beneficiary gets State of Michigan unemployment benefits.
7. The beneficiary gets temporary or permanent disability payments from a private insurer or the government.
8. The beneficiary has a medical condition that limits work, approved by a doctor.
9. The beneficiary is caring for a dependent with a disability and doctor's order for full-time care (One claim per household).
10. The beneficiary is caring for a person who cannot make decisions for themselves.
11. The beneficiary is medically frail.
12. The beneficiary has good cause.

Brief Refresher on the New Work Requirements

- ▶ Individuals who are enrolled in the Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance for Needy Families (TANF) program are also exempt from work requirements.
- ▶ MDHHS will use data to assign this exemption to beneficiaries. Beneficiaries cannot report this exemption.



Reporting Process for Work or Other Activities

- ▶ Work requirement begin **January 1, 2020**
- ▶ Reporting requirement begin **February 1, 2020**

- ▶ **How to Report Work to MDHHS:**
 - **Online:** MI Bridges Portal (Head of Household Only)
 - **Phone:** HMP Work Requirement and Exemption Reporting Line
 - **In-Person:** Kiosks in MDHHS Field Offices (Head of Household Only)

- ▶ **Notes:**
 - Beneficiaries have until the end of the month to report hours for the previous month.
 - There is an opportunity to “cure” previous months of non-compliance for up to 60 days after the end of the failed month.
 - Beneficiaries will receive a notice every time that they fail to report for a given month.

Reporting Process for Exemptions

**Before
January 31,
2020**

1. Submit the Exemption Form to the MDHHS Special Processing Office by mail or fax

**After
February 1,
2020**

1. Online: MI Bridges for (Head of Household Only)
2. By Phone: HMP Work Requirement and Exemption Reporting Line
3. In-Person: Kiosks in MDHHS County Offices (Head of Household Only)

Scenarios for Reporting Work, Other Activities, and Exemptions



Scenarios for Reporting Work, Other Activities, and Exemptions

Scenario	Compliant?	Reporting Category
<ul style="list-style-type: none"> • Employment: 120 hours at \$10 per hour 		
<ul style="list-style-type: none"> • Income: \$1000 pension per month 		
<ul style="list-style-type: none"> • Employment: 40 hours at \$10 per hour • Self-Employment: 10 hours at \$10 per hour • Self-Employment: 50 hours for \$200 		
<ul style="list-style-type: none"> • Employment: 40 hours at \$15 per hour • Volunteer: 20 hours • Student: 25 hours 		

Scenarios for Reporting Work, Other Activities, and Exemptions

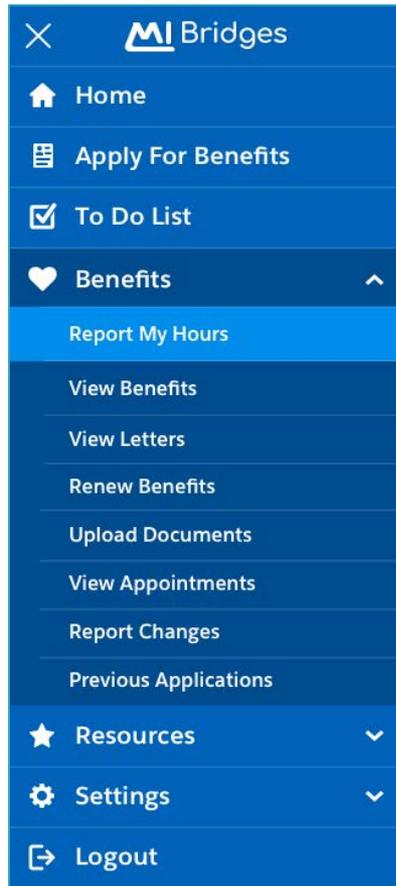
Scenario	Excused?	Reason to Be Excused
Individual with breast cancer		
Individual with muscular dystrophy		
Individual with a diagnosed chronic substance use disorder		
Individual with an undiagnosed substance use disorder		
Individual in a nursing facility		
Individual who is homeless		
Individual who is living in a shelter		
Individual with a hangnail		

Scenarios for Reporting Work, Other Activities, and Exemptions

Scenario	Excused?	Reason to Be Excused
Individual receiving state disability assistance		
Individual receiving social security disability insurance		
Individual with a broken leg and a doctor's note that indicates he or she cannot work		
Individual who is in the hospital		
Individual who is blind		

Screenshots for MI Bridges

Screenshots for MI Bridges



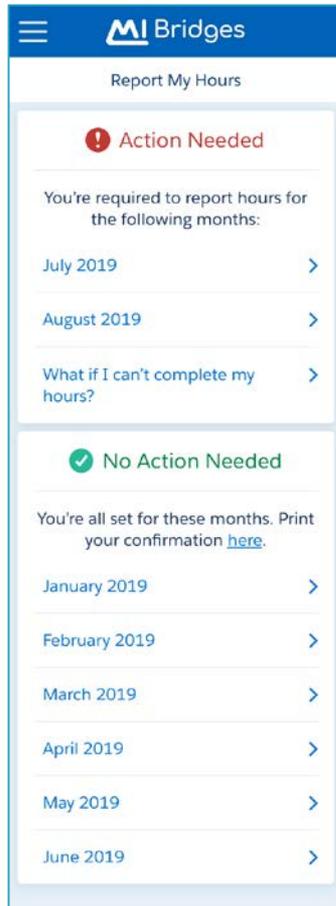
- ▶ Where can beneficiaries look in MI Bridges to check to see whether they need to report?
 - Beneficiaries can manually navigate to the “Report My Hours” page by clicking “Report My Hours” under the “Benefits” tab in the menu.

Screenshots for MI Bridges



- ▶ Where can beneficiaries look in MI Bridges to check to see whether they need to report?
 - If a beneficiary needs to report, they will also see this popup when they login and navigate to the View Benefits section.
 - The “Check Status” button will allow the beneficiary to navigate to the “Report My Hours” page.

Screenshots for MI Bridges



- ▶ What will beneficiaries see when they navigate to the “Report My Hours” page?

Beneficiaries will see their current compliance status for each month. Each month will be labeled as one of the following:

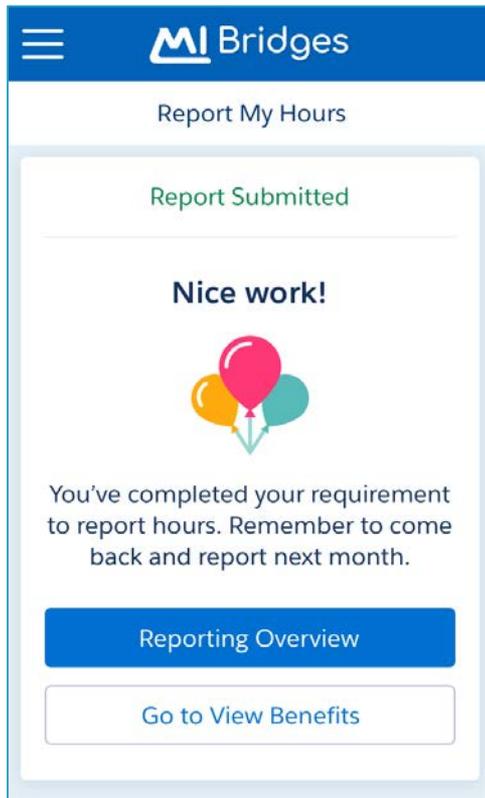
- Action Needed – Need to report
- No Action Needed – No need to report because:
 - a. They already reported
 - b. The system deemed them in compliance
 - c. They have an exemption
 - d. They are not subject to work requirements that month

Screenshots for MI Bridges

The screenshot shows the 'MI Bridges' mobile application interface. At the top, there is a blue header with the 'MI Bridges' logo and a hamburger menu icon. Below the header, the page title is 'Report My Hours' with a back arrow. The main content area is titled 'July 2019' and asks 'How did you meet your 80 hours this month?'. It instructs the user to 'Select all that apply:'. Under the heading 'Definitions', there are several options, each with a checkbox and a description: 'I have a job' (checked), 'I'm a student', 'I'm looking for a job', 'I'm volunteering', 'I'm job training', 'I'm in a tribal employment program', 'I'm in rehab', 'I'm in vocational training', and 'I have an internship'. Below these options is a section titled 'What if I can't complete my hours this month?' with a green 'Submit (1) Activities' button. At the bottom, there is a note about exemptions from the reporting requirement.

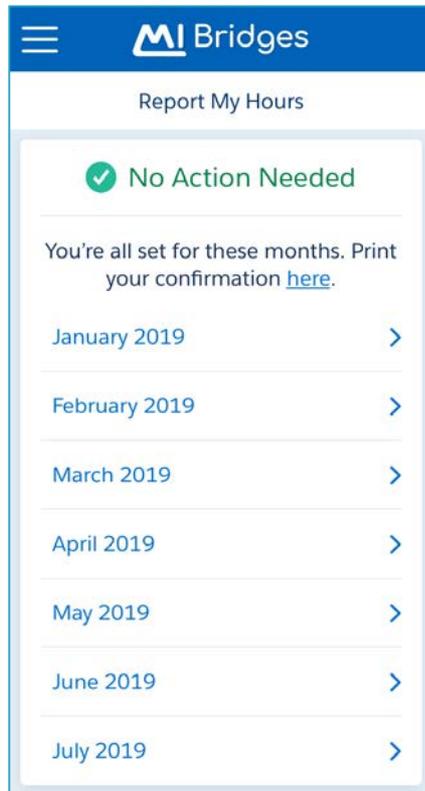
- ▶ How can beneficiaries report their hours for a month?
 - For months when the beneficiary needs to report, the beneficiary can click on that month and navigate to the screen to the right.
 - Once they navigate to this screen, the beneficiary will be able to select one or more activities that they completed to meet the monthly requirement.

Screenshots for MI Bridges



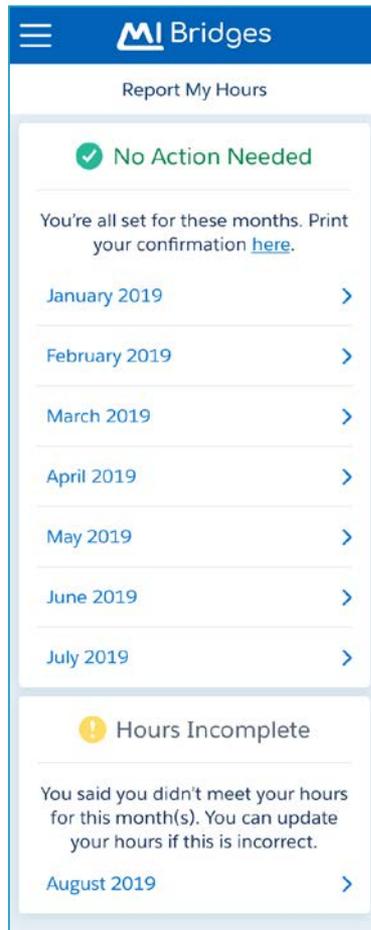
- ▶ What happens if a beneficiary successfully reports?
 - Beneficiaries will see this message upon submission of the activities for a month.

Screenshots for MI Bridges



- ▶ What will beneficiaries see if they are fully in compliance?
 - Beneficiaries will see No Action Needed for all months after reporting hours for all applicable months

Screenshots for MI Bridges



- ▶ What will beneficiaries see if they have a failed month?
 - Beneficiaries will see “Hours Incomplete” for any months where they reported they could not meet the 80-hour requirement.

Screenshots for MI Bridges

MI Bridges

Report My Hours

✓ No Action Needed

You're all set for these months. Print your confirmation [here](#).

- January 2019 >
- February 2019 >
- March 2019 >
- April 2019 >
- May 2019 >
- June 2019 >
- July 2019 >

Report My Hours

Name: Tamara Davis | Date: 08/29/2019 | Time: 4:32 PM EST

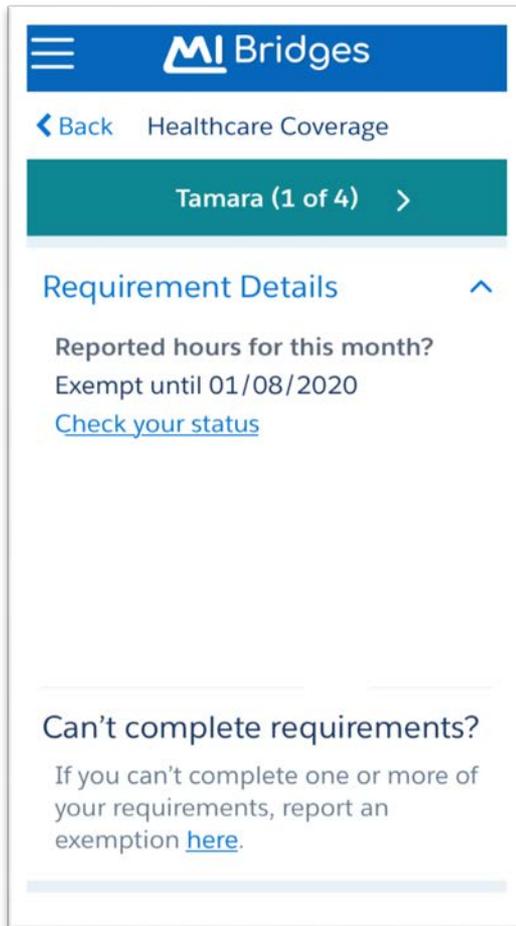
Report My Hours

No Action Needed

Month	You're All Set	Details
January 2019	✓	You have an exemption that excuses you from reporting hours this month.
February 2019	✓	You said: <ul style="list-style-type: none">• I have a job• I'm looking for a job• I'm in a tribal employment program
March 2019	✓	Based on what you previously told us about your situation, you do not need to report hours for this month.

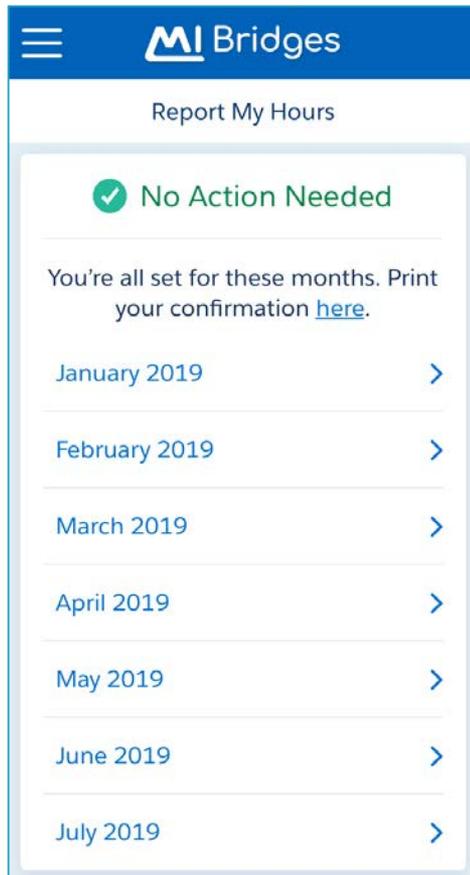
- ▶ Can beneficiaries access a record of their reporting for previous months?
 - Beneficiaries can download and print a PDF copy of the month status overview page at any time

Screenshots for MI Bridges



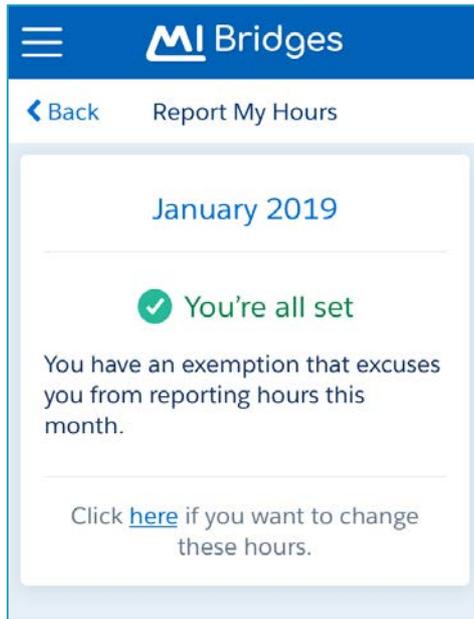
- ▶ How can beneficiaries see whether they are currently exempt?
 - Beneficiaries will be able to see whether they are currently exempt on the “Healthcare Coverage” page.

Screenshots for MI Bridges



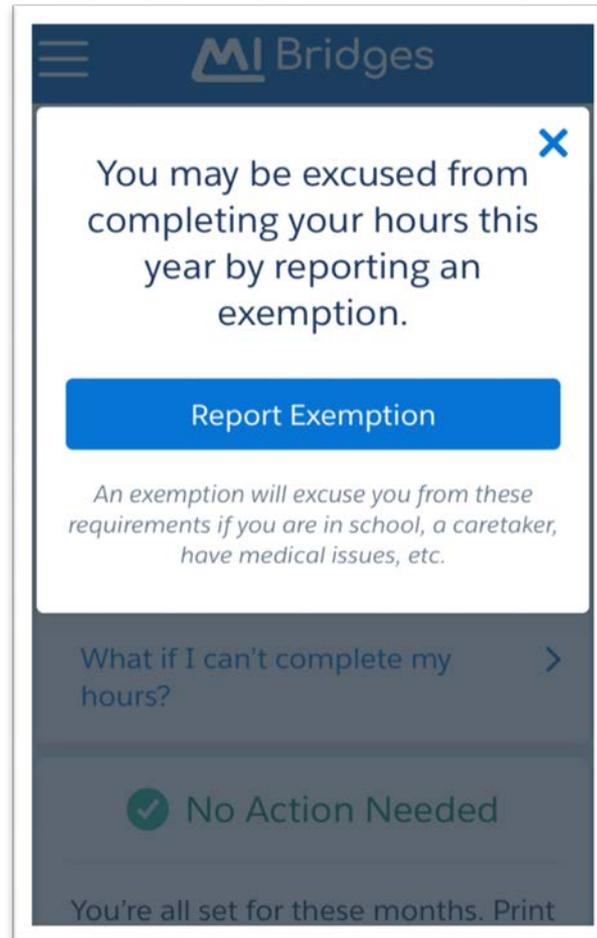
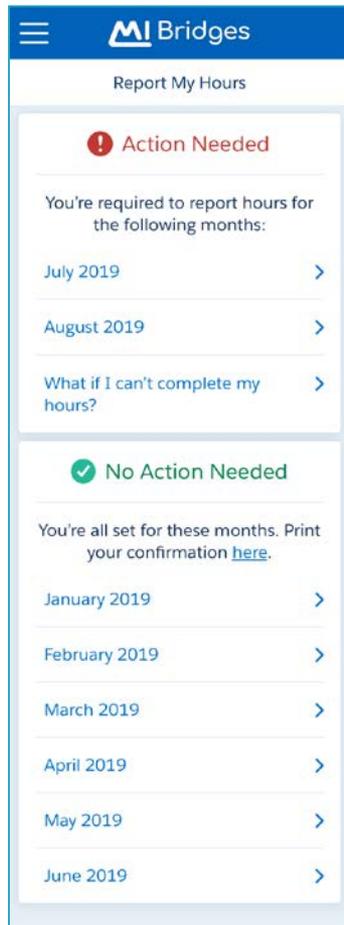
- ▶ How can beneficiaries see whether they are currently exempt?
 - On the “Report My Hours” page, beneficiaries can also click on individual months to see whether they are exempt for that month.

Screenshots for MI Bridges



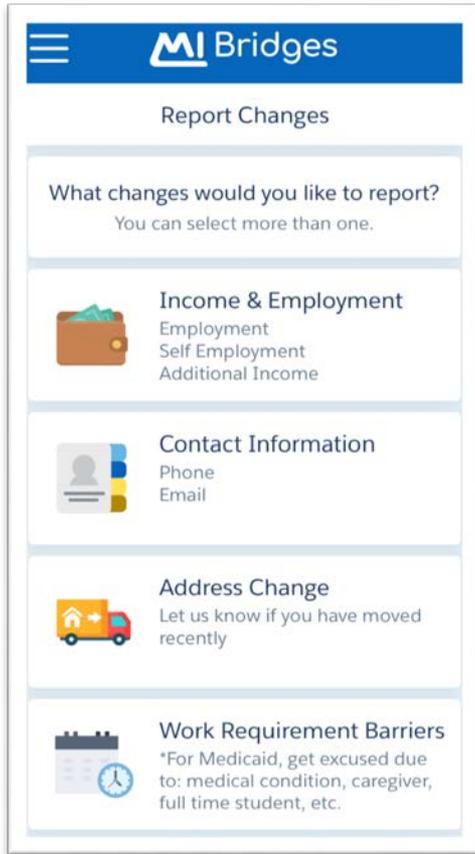
- ▶ How can beneficiaries see whether they are currently exempt?
 - When exempt beneficiaries click on a month on the “Report My Hours” page, beneficiaries will see that they have an active exemption.

Screenshots for MI Bridges



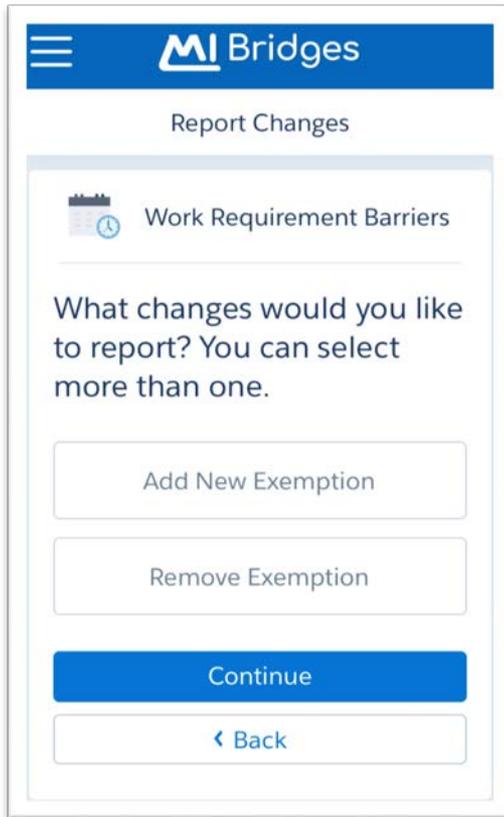
- ▶ How can beneficiaries report an exemption?
 - On the “Report My Hours” screen, beneficiaries can click on “What if I can’t complete my hours?” to report an exemption.

Screenshots for MI Bridges



- ▶ How can beneficiaries report an exemption?
 - Beneficiaries can also report an exemption by clicking the “Work Requirements Barriers” option on the “Report Changes” screen.
 - Beneficiaries can navigate to the “Report Changes” screen by clicking on the “Report Change” option under “Benefits” on the main menu.

Screenshots for MI Bridges



The screenshot shows the MI Bridges mobile application interface. At the top, there is a blue header with the MI Bridges logo and a hamburger menu icon. Below the header, the text 'Report Changes' is displayed. The main content area is titled 'Work Requirement Barriers' and includes a calendar icon. The text reads: 'What changes would you like to report? You can select more than one.' Below this text are four buttons: 'Add New Exemption', 'Remove Exemption', 'Continue', and '< Back'. The 'Continue' button is highlighted in blue.

- ▶ How can beneficiaries report an exemption?
 - Once a beneficiary navigates to the “Work Requirement Barriers” screen, the beneficiary will be prompted to either “Add New Exemption” or “Remove Exemption”.
 - The beneficiary should select “Add New Exemption” and click continue.

Screenshots for MI Bridges

MI Bridges

Report Changes

Work Requirement Barriers

Select any of the below that apply.

Exemption Type Definitions ▾

Tamara Davis (50)

I'm pregnant or was pregnant in the last two months

I'm medically frail
Including homelessness or a health condition that limits your daily life

I'm the main caretaker for a family member under 6
Only one parent/household may claim

I'm a full-time student

I'm under age 21 and was in Michigan foster care

I was in prison or jail in the last 6 months

I get State of Michigan unemployment benefits

I get temporary or permanent disability payments from a private insurer or the government

I have good cause
Disability, illness, or hospitalization of yourself or a family member in the house

I have a medical condition that limits work, approved by a doctor
Including asthma, heart disease and diabetes

I'm caring for a dependent with a disability and doctor's order for full-time care
Including family members

I'm caring for a person who cannot make decisions for themselves
Providing 24/7 support for basic needs

When did this change occur? *

Select a Date ▾

Anything else you'd like us to know?

Continue

< Back

- ▶ How can beneficiaries report an exemption?
 - Once a beneficiary chooses to add an exemption, the beneficiary will see a list of exemptions.
 - The beneficiary should select the most applicable exemption(s) and click continue.

Screenshots for MI Bridges

MI Bridges

Report Changes

Review Changes

Please look over your details and make any final edits before pressing Submit.

Work Requirement Barriers

Add New Exemption

Household Member
Tamara Davis

Exemption(s) Added:
Incarcerated within the last 6 months

When did this change occur?
06/10/2019

Edit

Remove

When you press Submit, your changes will be sent to the MDHHS office electronically. In most cases, your change will be processed within 10-15 business days. You do not need to call the MDHHS office about your reported change(s).

[Read More](#) ▾

Submit

- ▶ How can beneficiaries report an exemption?
 - Once beneficiaries have selected their exemption(s), the beneficiary will be asked to confirm their exemption(s).

Resources and Questions

Resources

- ▶ Participate in upcoming webinars and other outreach events
 - www.Michigan.gov/Medicaidproviders >> click on Training
- ▶ Watch for updates on the MDHHS website
 - Beneficiary page: www.healthymichiganplan.org
 - Provider page: <https://www.michigan.gov/healthymichiganplan>
- ▶ Download and review beneficiary-specific communications
 - <https://www.michigan.gov/healthymichiganplan> >> click on Changes Coming January 2020
- ▶ Review and provide comments on the draft policy bulletins for new requirements
 - www.Michigan.gov/Medicaidproviders >> click on Policy, Letters & Forms

Resources

- ▶ Beneficiary Resources:
 - Beneficiary Support Information:
https://www.michigan.gov/mdhhs/0,5885,7-339-71547_4860_78446_78447_78453---,00.html
 - Michigan Enrolls:
<https://healthcare4mi.com/MISelfService/resources/portal/index.html>
 - MI Bridges:
www.michigan.gov/mibridges
- ▶ Email questions to: healthymichiganplan@michigan.gov

Questions?

 **HEALTHY MICHIGAN**
PLAN



More people are getting healthy
with the Healthy Michigan Plan.

I have health care coverage now