



# What You Need To Know About the Work Requirement



You are getting this notice because you have Arkansas Works health insurance. Some people who get Arkansas Works have to participate in work activities to keep their insurance. Those people will have to report work activities to DHS. This does NOT apply to you if you are age 50 or older.

**For everyone else:** DHS decides if you have to report work activities. DHS needs some information from you to decide that. This notice explains how to report work activities and what kinds of activities DHS accepts.

## Section 1: What if I receive both SNAP and Arkansas Works benefits?

If you have a work requirement for SNAP and Arkansas Works, you can report online at [www.access.arkansas.gov](http://www.access.arkansas.gov) or report to the SNAP program.

## Section 2: How do I know if I have to report work activities to DHS?

Are any of these statements true for you?

- I get TEA Cash Assistance.
- I get Unemployment Benefits.
- I work at least 80 hours per month at Arkansas minimum wage.
- I have a disability (includes blindness) or need help with daily living activities.
- I have a child under 18 in my home.
- I am pregnant or was pregnant within the last 60 days.
- I care for a person who cannot care for him/herself.
- I can't work or look for work because of a short-term disability.
- I am in an alcohol or drug treatment program.
- I go to school, vocational, or job training full time.

**If any statement is true, then you may have an “exemption” and may not have to report work activities. However, you MUST tell DHS which statement applies to you.** Section 3 tells how to do this.

**If none of the statements are true, then you MUST report work activities every month.** Section 4 tells how to do this.

**NOTE:** All adults in your household who get Arkansas Works should read these statements to see if they must report work activities.

## Section 3: If I think I have an exemption, what should I do?

If you think you have an exemption, you must tell DHS which statements in Section 2 are true for you.

- Report this online at Access Arkansas at [www.access.arkansas.gov](http://www.access.arkansas.gov). See Section 8 about how to use Access Arkansas.
- After you make the report, DHS sends a letter about what to do next. Always read all mail from DHS as soon as you get it.

## Section 4: I do not have an exemption. What do I need to do?

If you are not exempt (see Section 2), you must do 80 hours of work activities **each month** to keep Arkansas Works insurance. Report this online at Access Arkansas at [www.access.arkansas.gov](http://www.access.arkansas.gov). If you need help finding a work activity, see the information at the end of this notice. You can combine hours from any of the work activities below to make 80 hours:

Work Activity	Work Activity Hours
Working at a job that earns you money. Report your income each month. DHS will decide your work hours based on the Arkansas minimum wage.	<ul style="list-style-type: none"> <li>Your reported income divided by Arkansas minimum wage = work activity hours</li> </ul>
Going to school, job training, vocational, or other educational program.	<ul style="list-style-type: none"> <li>1 hour of instruction = 2.5 work activity hours</li> </ul>
Volunteering in your community. You can find ways to volunteer at <a href="http://www.volunteerar.org">www.volunteerar.org</a> .	<ul style="list-style-type: none"> <li>1 reported hour = 1 work activity hour</li> </ul>
Looking for a job on your own or going to free job search training at an Arkansas Workforce Center. You may count up to 39 total hours from these activities each month.	<ul style="list-style-type: none"> <li>Job Search: 1 reported job contact = 3 work activity hours</li> <li>Job Search Training: 1 reported hour = 1 work activity hour</li> </ul>
Going to a health education class. You may count up to 20 hours each year from this activity. Learn more about these classes at <a href="http://www.access.arkansas.gov">www.access.arkansas.gov</a> . Click on the Arkansas Works button.	<ul style="list-style-type: none"> <li>1 reported hour = 1 work activity hour</li> </ul>

### Section 5: What is the deadline to report work activities to DHS?

You must report your activities **every month**. The deadline is the 5<sup>th</sup> day of the next month. For example, you can report January work activities from January 1 to February 5.

### Section 6: How can I report work activities or exemptions to DHS?

- You can report in person at your local DHS county office.
- You can call the DHS Arkansas Works Helpline at 1-855-372-1084 to report by phone.
- You can call your insurance carrier to report by phone;
  - Ambetter: 1-877-617-0390
  - Blue Cross Blue Shield: 1-800-800-4298
  - QualChoice: 1-800-235-7111
- You can report online at Access Arkansas at [www.access.arkansas.gov](http://www.access.arkansas.gov)

### Section 7: What happens if I don't meet the work requirement or miss the report deadline?

If you do not report 80 hours of work activities by the deadline each month, you did not meet the work requirement. That makes you "non-compliant" for the month.

If you could not do 80 hours of work activities because of an emergency or serious life-changing event (for example, a natural disaster or hospitalization), you can request a good cause exemption by contacting your local DHS county office.

If you are non-compliant for 3 months in one calendar year (January through December):




- You lose your Arkansas Works insurance.
- Your insurance will stop at the end of your 3rd month of non-compliance.
- You will not be able to get Arkansas Works insurance for the rest of the year (through December).

**Even if your situation changes later in the year and you no longer have to report work activities, you will NOT be allowed to get Arkansas Works.** You will have to wait until next year to get Arkansas Works. You may still be eligible for Medicaid under another category.

## Section 8: What else do I need to tell DHS?

You must report changes to DHS within 10 days after they happen:

- Any change in your life that might affect your eligibility for Arkansas Works.
- Any change for anyone in your household who has Arkansas Works.

Changes You Must Report Within 10 Days	Report Online at Access Arkansas 	Report to Your Local Office  OR 														
Contact information changes, including if you move or change your phone number.	Yes	Yes														
All income changes, including increases that put you above the limit for your household size. <table border="1" data-bbox="207 646 886 886"> <thead> <tr> <th data-bbox="207 646 553 709">Household Size (Including You)</th> <th data-bbox="553 646 886 709">Monthly Income Limit</th> </tr> </thead> <tbody> <tr> <td data-bbox="207 709 553 737">1</td> <td data-bbox="553 709 886 737">\$1,396.56</td> </tr> <tr> <td data-bbox="207 737 553 764">2</td> <td data-bbox="553 737 886 764">\$1,893.36</td> </tr> <tr> <td data-bbox="207 764 553 791">3</td> <td data-bbox="553 764 886 791">\$2,390.16</td> </tr> <tr> <td data-bbox="207 791 553 819">4</td> <td data-bbox="553 791 886 819">\$2,886.96</td> </tr> <tr> <td data-bbox="207 819 553 846">5</td> <td data-bbox="553 819 886 846">\$3,383.76</td> </tr> <tr> <td colspan="2" data-bbox="207 846 886 886">Larger households should contact DHS for more information.</td> </tr> </tbody> </table>	Household Size (Including You)	Monthly Income Limit	1	\$1,396.56	2	\$1,893.36	3	\$2,390.16	4	\$2,886.96	5	\$3,383.76	Larger households should contact DHS for more information.		Yes	Yes
Household Size (Including You)	Monthly Income Limit															
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4	\$2,886.96															
5	\$3,383.76															
Larger households should contact DHS for more information.																
Someone moves in or out of your household, including death.	Yes	Yes														
A change in who you file taxes for, like if a child becomes a dependent on someone else's taxes.	Not available online	Yes														
A pregnancy in your household ends for any reason, including birth.	Yes	Yes														
Anyone in your household is admitted to or discharged from an institution, like a nursing home.	Not available online	Yes														
Anyone in your household has a change in their disability status, like being newly approved for disability or their disability ends.	Yes	Yes														

## Section 9: How do I use Access Arkansas?

To use Access Arkansas:

1. Go to [www.access.arkansas.gov](http://www.access.arkansas.gov) between 7:00 am and 9:00 pm.
2. Answer the voter registration question with 'Yes' or 'No.'
3. Click 'Arkansas Works Log-In.'
4. Click 'Arkansas Works – Report Work Activity / Exemption.' Look for the button!
5. Log in to your online account. If this is the first time to log in, you must create an account. Be sure to save your account user name and password. You will need them each time you log in.
6. Follow the instructions to report your information.



If you need help with Access Arkansas, call 1-855-372-1084 between 8:00 am and 4:30 pm (Monday – Friday). Operators can help, but they cannot do the report for you.

# Free Job Search Help

From the Arkansas Department of Workforce Services  
Arkansas Workforce Centers



Because you get Arkansas Works, you can get free job search help from the Arkansas Department of Workforce Services (DWS). DWS has Arkansas Workforce Centers across the state that can tell you about job openings, how to look for a job, training programs, and more.

## What kind of help can I get?

If you are unemployed or currently employed and need a better job, DWS Arkansas Workforce Centers can help by providing:

### Free Job Search Help:



- Arkansas JobLink lets you post your information and skills for employers to see, search for current job openings, and more. Visit [www.arjoblink.arkansas.gov](http://www.arjoblink.arkansas.gov).
- Free computers, telephones, fax machines, and copiers to help you find and apply for jobs.

### Help from Experts:



- Identify your skills and get help finding job openings that need those skills.
- Create or update your resume to get the best results possible in your job search.
- Career counseling for step-by-step job search guidance.
- Get the facts about what kind of jobs are available and where they are in Arkansas.

### Referrals for Programs for Specific Needs:



- Free GED and free English as a Second Language classes.
- Programs tailored to assist veterans with employment needs.
- Help for workers who have lost a job because of international trade.
- Temporary cash assistance for needy families (TANF/TEA).
- Vocational rehabilitation for Arkansans living with a disability.
- Programs for young people.

## How do I get started?

Take the first step today! Contact DWS Arkansas Workforce Centers:

- Online: [www.dws.arkansas.gov](http://www.dws.arkansas.gov)
- Phone: 1-855-225-4440
- Email: [ADWS.Info@arkansas.gov](mailto:ADWS.Info@arkansas.gov)