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### **What Providers Need to Know:**

- **HIP work requirements begin January 1, 2027** for most HIP members ages 19–64 who do not qualify for an exemption.
- Members must complete **80 hours per month of qualifying activities** (employment, education, job training, apprenticeship or community service).
- Indiana will use a **3-month lookback period**. Members applying or renewing coverage must demonstrate compliance for the **three months prior to application or renewal**.
  - For example, an **applicant in January would need to demonstrate compliance for October, November and December**.
- **Other Medicaid programs, including Traditional/Fee-for-Service (FFS) Medicaid, Hoosier Healthwise, Hoosier Care Connect and PathWays for Aging members are not subject to work requirements.**
- Important exemptions include individuals who are **medically frail, have serious mental illness (SMI), substance use disorders (SUD), disabilities, special health needs, pregnancy-related exemptions, caregivers and others.**

## **What Providers Can Start Doing Now:**

- **Begin educating members on how to update their contact information.** The benefits portal is recommended but members can also mail, call or visit a DFR office in person.
  - **Benefits Portal:** Submit information to the Division of Family Resources via your FSSA Benefits Portal account at [FSSABenefits.IN.gov](https://FSSABenefits.IN.gov)
  - **Mail:** FSSA Document Center, PO Box 1810, Marion, IN 46952
  - **Phone:** Call DFR at 1-800-403-0864
  - **In-Person:** Visit your local Office of the Division of Family Resources during regular business hours - 8:00 a.m. to 4:30 p.m., Monday – Friday, except for State Holidays
- Verify members are enrolled in the correct Medicaid program and benefit category.
  - **Work requirements apply for HIP members.** However **Traditional Medicaid/Fee-For-Service (FFS), Hoosier Healthwise, Hoosier Care Connect and PathWays for Aging members are NOT subject to work requirements.**
- Review your internal workflows for **opportunities to screen potentially frail and help identify patients that may be eligible for exemption, including disabling mental disorders and qualifying diagnoses.**
- **Strengthen clinical documentation**, especially related to **Serious Mental Illness (SMI), substance use disorder (SUD), functional impairments** or limitations to their **activities of daily living (ADL).**
- **Train front office, clinical and care coordination staff** on community engagement requirements and verification processes.
- **Educate patients** on requirements, deadlines and appeal rights.
- Identify and monitor members at risk of coverage loss due to reporting, verification or redetermination issues.
- Track eligibility, exemption determinations and terminations to support advocacy and policy improvement efforts.

## HIP Work Requirements | Partner Toolkit

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| <b>Flyers</b>          | <ul style="list-style-type: none"> <li>• <a href="#">Q &amp; A</a> – English and Spanish</li> <li>• <a href="#">Benefits Portal</a> – English and Spanish</li> <li>• <a href="#">Work Requirement Exemptions</a> – English and Spanish</li> <li>• <a href="#">Benefits Portal Hub</a> – English and Spanish</li> <li>• <a href="#">Stay Ready. Stay Covered</a> – English and Spanish</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Posters (11x17)</b> | <ul style="list-style-type: none"> <li>• <a href="#">Work Requirement Exemptions</a> – English and Spanish</li> <li>• <a href="#">Benefits Portal Hub</a> – English and Spanish</li> <li>• <a href="#">Stay Ready. Stay Covered</a> – English and Spanish</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Social Media</b>    | <p><b>HIP Work Requirements:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Image</a> – X and Facebook</li> <li>• <a href="#">Image</a> – Instagram</li> <li>• Text: HIP Work Requirements are coming. Starting Jan. 1, 2027, If you're 19–64 and not exempt, complete 80 hours/month through work, classes, training, or service. Learn more at myfssa.in.gov.</li> </ul> <p><b>Benefits Portal:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Image</a> – X and Facebook</li> <li>• <a href="#">Image</a> – Instagram</li> <li>• Text: Managing your benefits shouldn't be complicated. An FSSA Benefits Portal account makes it simple for SNAP, TANF, and Medicaid recipients to apply for benefits, check their case status, or report changes anytime, from any device. Get started today: <a href="https://fssabenefits.in.gov">FSSABenefits.in.gov</a></li> </ul> |
| <b>Townhall</b>        | <ul style="list-style-type: none"> <li>• <a href="#">Townhall Presentation</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Talking Points</b>  | <ul style="list-style-type: none"> <li>• Members must complete 80 hours monthly in approved activities.</li> <li>• Activities include work, school, job training, and community service.</li> <li>• Exemptions are available; partners can help members confirm status.</li> <li>• Reporting is done at <a href="https://fssabenefits.in.gov">fssabenefits.in.gov</a>; offer on site or virtual help.</li> <li>• Keep messaging simple, consistent, and supportive.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                         |

## HIP Work Requirements | Information for Members

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| <b>What are the work Requirements</b>  | <p>Work requirements are activities HIP members and applicants must complete to be eligible. Work requirements activities include:</p> <ul style="list-style-type: none"> <li>• Employment</li> <li>• Attending school at least half-time</li> <li>• Participating in an apprenticeship</li> <li>• Participating in a work program</li> <li>• Volunteering in the community</li> </ul> <p>HIP members and applicants must spend at least 80 hours every month doing one of these activities or attending school or an apprenticeship at least half time. Members and applicants can combine activities to get to 80 hours a month.</p> |
| <b>Who must meet work requirements</b> | <p>Adults enrolled in HIP must meet the work requirements if all of these are true:</p> <ul style="list-style-type: none"> <li>• Are ages 19-64</li> <li>• Are not pregnant</li> <li>• Are not enrolled in or eligible for Medicare</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                         |

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| <b>Work requirements exemptions</b> | <p>HIP members do not have to meet the work requirements for a month if, for at least one day that month, you:</p> <ul style="list-style-type: none"> <li>• Are under 26 and were formerly in foster care.</li> <li>• Are a member of a federally recognized Tribe.</li> <li>• Are a parent or caregiver of a child age 13 or younger.</li> <li>• Are a caregiver of a person with a disability.</li> <li>• Are a veteran with a total (100%) disability rating.</li> <li>• Are pregnant, or it has been 12 months or less since your pregnancy ended.</li> <li>• Are in jail or prison or were released in the last 90 days.</li> <li>• Are following the work rules for SNAP or TANF.</li> <li>• Are in a drug or alcohol treatment program.</li> <li>• Are medically frail or have special medical needs. This includes: <ul style="list-style-type: none"> <li>○ Being blind or having a disability.</li> <li>○ Having a substance use disorder.</li> <li>○ Having a serious mental health condition</li> <li>○ Having a serious physical, intellectual, or developmental disability.</li> <li>○ Having another serious or complex medical condition.</li> </ul> </li> <li>• Other exemptions may also apply.</li> </ul> |
| <b>HIP Member Communication</b>     | <p><b>Notice of Healthy Indiana Plan Work Requirements</b></p> <p>Starting July 1, 2026, some HIP members will begin receiving an initial notice about HIP work requirements. A sample of the notice is available below:</p> <ul style="list-style-type: none"> <li>• <a href="#">Notice of Healthy Indiana Plan Work Requirements</a> – English</li> <li>• <a href="#">Notice of Healthy Indiana Plan Work Requirements</a> – Spanish</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Informational videos</b>         | <ul style="list-style-type: none"> <li>• <a href="#">Message from FSSA Secretary Roob</a></li> <li>• <a href="#">What are HIP Work Requirements?</a></li> <li>• <a href="#">When do HIP Work Requirements Start?</a></li> <li>• <a href="#">How do I stay eligible for HIP?</a></li> <li>• <a href="#">How do I know if I am exempt from HIP Work Requirements?</a></li> <li>• <a href="#">How do I report my hours?</a></li> <li>• <a href="#">What counts towards the HIP Work Requirement?</a></li> <li>• <a href="#">What is the Benefits Portal and how do I sign up?</a></li> <li>• <a href="#">Do applicants have to fulfill the HIP Work Requirements?</a></li> <li>• <a href="#">Do I have to fulfill the HIP Work Requirements before I apply, even if it's my first time applying?</a></li> <li>• <a href="#">Why is Indiana using work requirements for HIP?</a></li> <li>• <a href="#">What happens if I don't meet the HIP Work Requirements?</a></li> <li>• <a href="#">What happens during my quarterly review?</a></li> <li>• <a href="#">What counts as an exemption from HIP Work Requirements?</a></li> <li>• <a href="#">How to prepare now for HIP Work Requirements?</a></li> </ul>                   |

## HIP Work Requirements | FAQs

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| <b>When do work requirements begin?</b>            | Requirements begin <b>January 1, 2027</b> , but you must meet them for <b>three months before you apply or begin your renewal</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Who must comply with HIP Work Requirements?</b> | Most HIP members ages 19–64 must meet work requirements unless they qualify for an exemption.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>What exemptions exist?</b>                      | People who are pregnant, caring for kids, have disabilities or serious health needs, or drug or alcohol treatment programs, or meet other criteria don't need to complete hours.                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>What are the HIP Work Requirements?</b>         | You can meet the rule by working/volunteering/training for 80 hours, earning enough money, or being in school at least half time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>What counts toward the 80 hours?</b>            | Any mix of work, volunteering, classes, or job training counts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>How is compliance checked?</b>                  | The state checks every three months. If they can't confirm your hours or exemption, they'll send you a notice asking for proof.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>What happens if someone does not comply?</b>    | Coverage stops, and you must reapply. You also can't get Marketplace financial help during this time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>How often are renewals?</b>                     | You renew HIP every six months, and the state checks your hours every three months.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>How do members report hours or changes?</b>     | Report changes in work, school, health, or family within 10 days using the online portal, phone, mail, or a DFR office:<br><br><b>Benefits Portal:</b> Submit information to the Division of Family Resources via your FSSA Benefits Portal account at <a href="https://FSSABenefits.IN.gov">FSSABenefits.IN.gov</a><br><b>Mail:</b> FSSA Document Center, PO Box 1810, Marion, IN 46952<br><b>Phone:</b> Call DFR at 1-800-403-0864<br><b>In-Person:</b> Visit your local Office of the Division of Family Resources during regular business hours - 8:00 a.m. to 4:30 p.m., Monday – Friday, except for State Holidays |
| <b>What is the Benefits Portal?</b>                | The <a href="#">Benefits Portal</a> is the easiest way to report hours and manage your HIP coverage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>What should members do now?</b>                 | Make sure your info is correct, check if you have an exemption, plan how you'll meet the rules, and set up an <a href="#">Benefits Portal account</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |