Medicaid Work, School, Training, or Volunteer Activity Guide

PATIENT GUIDE

Patient handout • Simple information about possible Medicaid activity rules beginning in 2027

Starting in 2027, some Medicaid members may need to report work, school, training, or volunteer hours. Some states may ask for up to 80 hours each month. If you get a notice, read it carefully and ask for help right away. You do not have to do this alone.

What this means for you

You may get a Medicaid notice asking you to report hours. **Please read the notice and ask for help right away.** The Public Benefits team or your state Medicaid office can help you understand what applies to you and what records to keep.

Activities that may count

Volunteer options may include:

- ☐ Hospitals or health clinics
- ☐ Food banks or community pantries
- ☐ Community or faith-based programs
- ☐ Shelters or housing support programs
- ☐ Senior centers or meal delivery programs
- ☐ Libraries, schools, or nonprofits
- ☐ Community health fairs or local projects

Other activities may include:

- ☐ A job
- ☐ Job training
- ☐ School or classes
- ☐ Approved job-readiness programs
- ☐ Community service or volunteer work
- ☐ A mix of approved activities

Before you count an activity, ask if it is allowed.

Please check first

- ☐ **Make sure the activity is allowed before you count hours.**
- ☐ **Ask how to track your hours.**
- ☐ **Keep your notices and written proof.**

If you are not sure what to do, ask for help before you report hours.

You may qualify for an exception if you are:

- ☐ Pregnant or recently had a baby
- ☐ A parent or caregiver
- ☐ A student
- ☐ Living with a disability or serious health need
- ☐ Facing a hardship your state recognizes

Do not guess. Ask the Public Benefits team or your state Medicaid office to review your situation.

Common questions

Do I have to volunteer?
Maybe. Volunteering may count, but work, school, or training may also count. Ask what applies to you.

How many hours do I need?
Some states may ask certain Medicaid members to report up to 80 hours each month. Your state will tell you the exact rule and when it starts.

What if I do not have a job?
You may have other options, such as school, training, or volunteering. Ask for help before you report hours.

Where can I volunteer?
Community groups, food pantries, schools, clinics, libraries, and nonprofits may be options. First, ask if the place is allowed.

What to do next

- ☐ Read every Medicaid notice you receive.
- ☐ Ask the Public Benefits team or your state Medicaid office if this rule applies to you or if you may qualify for an exception.
- ☐ Make sure your activity is allowed before you count the hours.

- ☐ Ask how to report your hours and what records you need to keep.
- ☐ Keep copies of schedules, timesheets, attendance records, letters, and any reports you send.

You do not have to figure this out alone.

The Public Benefits team can help you understand Medicaid notices and ask about possible exceptions.

You can say: *"I received information about Medicaid work, school, training, or volunteer activity rules. Can someone help me understand what applies to me and what records I need to keep?"*

START HERE

Bring your Medicaid notice when you ask for help. It may list due dates, reporting steps, and state contact information.

Medicaid activity rules vary by state, may change over time, and may not apply to every Medicaid program or every member. Follow the instructions from your state Medicaid agency and ask for help if you are unsure what applies to you.

Before you volunteer

- ☐ **Call the organization first.** Confirm current openings, schedules, age requirements, and any screening or training.
- ☐ **Ask how hours are tracked.** Find out whether written proof of service hours is available.
- ☐ **Confirm the activity qualifies.** If volunteering is related to Medicaid requirements, confirm with Medicaid it is allowed before relying on it.

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