



**Gateway to Work  
Member Outreach Update  
July 18, 2019**





# Overview

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- Gateway to Work is part of the Healthy Indiana Plan, but only some members are required to participate.
- Goal of improving physical and mental health and the individual's overall financial stability and well-being.
- Provides resources and connections to help members
  - Gain work or improve employment
  - Further their education
  - Increase community involvement

# Exemptions

*Definitions online at [HIP.IN.gov/Gateway to Work](http://HIP.IN.gov/Gateway%20to%20Work)  
or members can call their health plan to discuss*



- Caregiver of a dependent child under 7 years old
- Caregiver of a disabled dependent
- Homeless
- Illness (Certified) or incapacity (Temporary)
- Institutionalized
- Kinship caregiver of an abused or neglected child
- Medically frail
- Pregnant
- Recently incarcerated
- Student (half or full-time)
- Substance use disorder
- Age 60 years and older
- TANF or SNAP recipient
- Other possible exemptions will be reviewed for good cause on an individual basis

# SUD Related Exemptions



- ❖ MCE can automatically add exemption based on claims.
- ❖ Prior Approval and/or referral is not enough. Must receive a covered treatment.
- ❖ *Covered Treatments*
  - Individual & group counseling
  - Inpatient treatment
  - Residential treatment
  - Intensive outpatient treatment
  - Partial hospitalization
  - Medication-assisted treatments (for opioid treatment only)

# Exempt Members Should...

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- ❖ *VERIFY THAT EXEMPTION HAS BEEN ADDED BY CALLING MCE*
- ❖ Are not required to do anything for months in this status.
- ❖ Can participate if they would like.
- ❖ If short term exemption, should make plans for future reporting.



# Reporting Members

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- ❖ HIP members who do not meet an exemption or are already working will be required to do qualifying activities.
- ❖ Hours are self-reported and no documentation is required
- ❖ Members can log their own hours online or report via telephone to MCE.
- ❖ All GTW participants earned credit for January – June of 2019. Must report hours for July – December 2019



# GTW: Hours Phase

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## Program Phase In:

- Started January 2019 with *Zero* required hour per month
- Required hours incrementally increasing over 18 months for all members

2019		2020		2021
1/1/2019-6/30/2019	7/1/2019-9/30/2019	10/1/2019-12/31/2019	1/1/2020-6/30/2020	7/1/2020-ongoing
0 hours	20 hrs/month	40 hrs/month	60 hrs/month	80 hrs/month



# Reporting Members Should...

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- ❖ Utilize web site to learn more about the Gateway to Work program.
- ❖ Take an assessment on-line or by calling health plan. (no log-in required to participate).
- ❖ Pick activity/combo of activities and report those via FSSA benefit portal or by calling their health plan.



# Qualifying Activities

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## “Work”

- Employment (subsidized or unsubsidized)
- Job search activities
- Education related to employment (on-the-job training)

## “Serve”

- Community service/public service
- Volunteer work
- Caregiving services

## “Learn”

- High School Equivalency (HSE)
- Adult education
- Post-secondary
- General education
- Job skills training
- Vocation education or training
- English as a second language education

# HIP.in.gov (click on Gateway to Work)



A screenshot of the HIP Gateway To Work website. The top navigation bar is orange and contains the "IN.gov" logo, the "GATEWAY TO WORK" logo, and the text "HIP Gateway To Work". A "MENU" icon is in the top right. The main content area has a dark blue background with a blurred office scene. It features the "FSA" logo, the "HiP HEALTHY INDIANA PLAN" logo, and the heading "HIP Gateway To Work". Below the heading is a paragraph of text: "Indiana is at the onset of a jobs explosion! In the next 10 years, we expect to need some 1 million workers to fill jobs. Gateway to Work is part of the Healthy Indiana Plan that helps connect HIP members with job training, education or help finding the right job or volunteer activity. Whether you're looking for a job or place to volunteer, a better-paying job or new skills, Gateway to Work can help." A white call-to-action box on the right contains a clock icon, the text "Log My Hours", and a teal button labeled "Click Here to Report Hours". At the bottom, there are four colored buttons: teal with a play icon and "Where Do I Start?", green with an information icon and "Learn About Gateway to Work", orange with a magnifying glass icon and "Find Opportunities to Work, Learn, and Serve", and grey with a clipboard icon and "Help From Your Health Plan".

# FSSA Benefit Portal



The screenshot shows the homepage of the FSSA Benefits Portal. At the top left is the FSA logo (Indiana Family & Social Service Administration). To the right are three buttons: "LOGIN/REGISTER", "CONTACT US", and "NAVIGATOR". The main heading is "WELCOME TO THE FSSA BENEFITS PORTAL" followed by the text "Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case". Below this are two orange buttons: "APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE" and "APPLY FOR HEALTH COVERAGE ONLINE". At the bottom of the main content area are two white buttons: "GO TO GATEWAY TO WORK" (circled in orange) and "CASE INFORMATION". The background of the page features a photograph of five children holding hands and running in a field at sunset. At the very bottom, it says "Indiana Family and Social Service Administration".

The screenshot shows the "Day Hours Summary" page. At the top left is a "MENU" button and the FSA logo. The main heading is "Day Hours Summary". Below this is a section titled "My Monthly Summary" with the following information: "Month: June", "Entered Hours: 98", and "Required Hours: 80". Below that is a section titled "Add Hours Day View" with three input fields: "Enter the Date: \*" with a date picker icon and the placeholder "MM/DD/YYYY"; "Enter Hours: \*" with the example "Ex: 8"; and "Select Category: \*" with a dropdown menu showing "Category".

# Member Communications

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- ❖ **Emails**
- ❖ **Postcards**
- ❖ **Eligibility Notices**
- ❖ **Health Plan Letters**
- ❖ **Monthly Status** – Gateway to Work status is included on monthly Power Account status – since March
- ❖ **Digital Advertising**

# Member Communications



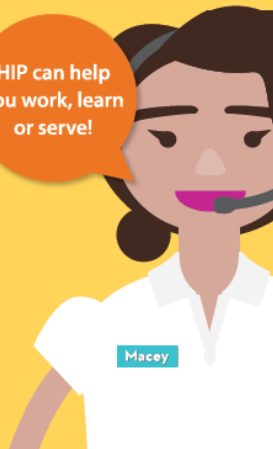
## GATEWAY TO WORK

In the next 10 years, we will need more than 1 million Hoosiers to fill jobs. Gateway to Work helps connect HIP members with job training, education or volunteer activities and can even help them find the right job. Whether you're looking for a job or place to volunteer, a better-paying job or new skills, Gateway to Work can help.



## Indiana is experiencing a jobs explosion!

HIP can help you work, learn or serve!



## Postcard



To help Indiana build a **healthy workforce**, the Gateway to Work program will require HIP members, with some exceptions, to work, go to school, volunteer or participate in other qualifying activities.

- Starting in 2019, Gateway to Work participation requirements will begin. After a six-month phase-in period, requirements will gradually increase to 20 hours per week by mid-2020.
- Gateway to Work will help refer members to available jobs, job training programs, educational opportunities or other community engagement opportunities. Members can receive case management services, gain access to job readiness support, receive assistance with their job search and link to volunteer and educational opportunities.
- HIP members will receive more information on Gateway to Work, including whether or not the requirement applies to them, by the end of this year.



# How to report hours



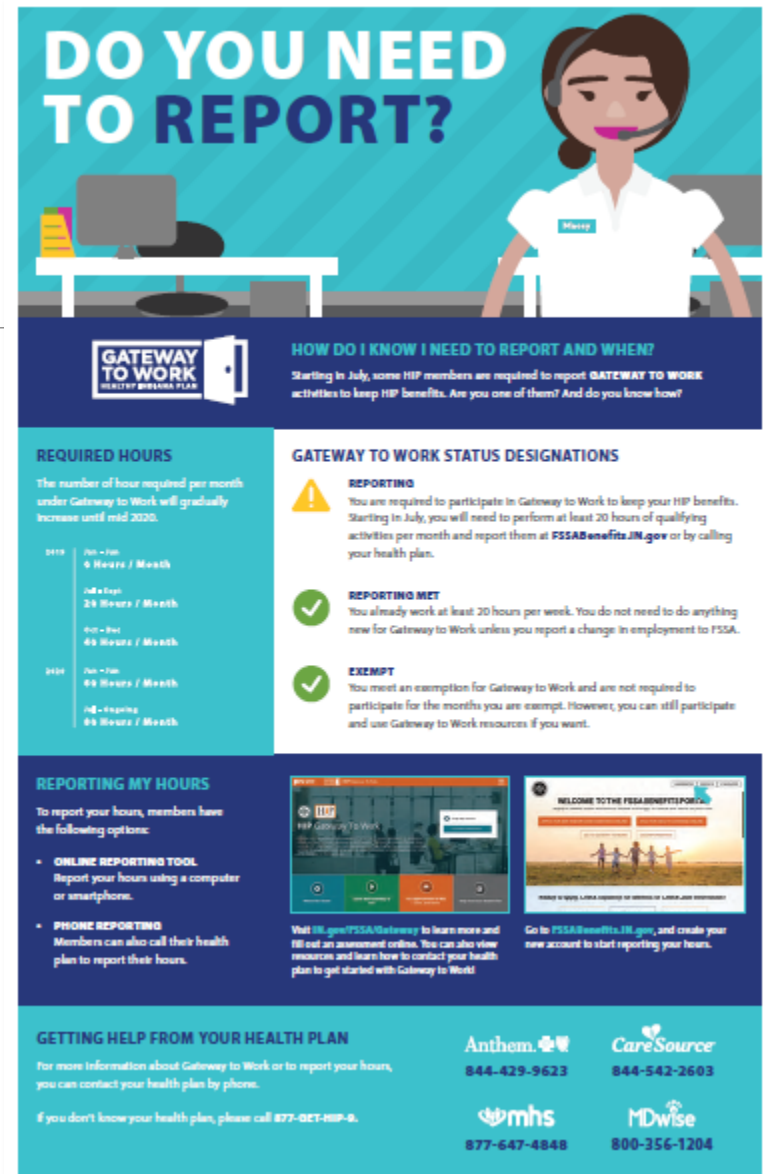
## DO YOU NEED TO REPORT?

Gateway to Work is a part of the Healthy Indiana Plan. Starting in July, some HIP members are required to report Gateway to Work activities to keep HIP benefits. Are you one of them?

**GATEWAY TO WORK**  
HEALTHY INDIANA PLAN

**WORK | LEARN | SERVE**

**HiP**  
HEALTHY INDIANA PLAN



## DO YOU NEED TO REPORT?

**GATEWAY TO WORK**  
HEALTHY INDIANA PLAN

### HOW DO I KNOW I NEED TO REPORT AND WHEN?

Starting in July, some HIP members are required to report **GATEWAY TO WORK** activities to keep HIP benefits. Are you one of them? And do you know how?

### REQUIRED HOURS

The number of hours required per month under Gateway to Work will gradually increase until mid 2020.

2019	Jan - Feb	6 Hours / Month
	Jul - Sep	24 Hours / Month
	Oct - Nov	48 Hours / Month
2020	Jan - Feb	48 Hours / Month
	Jul - Sep	66 Hours / Month

### GATEWAY TO WORK STATUS DESIGNATIONS

**REPORTING**  
You are required to participate in Gateway to Work to keep your HIP benefits. Starting in July, you will need to perform at least 20 hours of qualifying activities per month and report them at [FSSABenefits.IN.gov](https://FSSABenefits.IN.gov) or by calling your health plan.

**REPORTING MET**  
You already work at least 20 hours per week. You do not need to do anything new for Gateway to Work unless you report a change in employment to FSSA.

**EXEMPT**  
You meet an exemption for Gateway to Work and are not required to participate for the months you are exempt. However, you can still participate and use Gateway to Work resources if you want.

### REPORTING MY HOURS

To report your hours, members have the following options:

- ONLINE REPORTING TOOL**  
Report your hours using a computer or smartphone.
- PHONE REPORTING**  
Members can also call their health plan to report their hours.

Visit [www.FSSA.IN.gov/Gateway](https://www.FSSA.IN.gov/Gateway) to learn more and fill out an assessment online. You can also view resources and learn how to contact your health plan to get started with Gateway to Work!

Go to [FSSABenefits.IN.gov](https://FSSABenefits.IN.gov), and create your new account to start reporting your hours.

### GETTING HELP FROM YOUR HEALTH PLAN

For more information about Gateway to Work or to report your hours, you can contact your health plan by phone.

If you don't know your health plan, please call **877-OCT-HIP-9**.

**Anthem**  
844-429-9623

**CareSource**  
844-542-2603

**mhs**  
877-647-4848

**MDwise**  
800-356-1204



# Help for Members

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- ❖ MCE (Anthem, CareSource, MDWise, MHS)
  - General member questions
  - Exemption notification and/or requests
  - Good Cause exemption requests
  - Reporting hours
  - Assistance and referrals
  
- ❖ Gateway to Work Unit
  - Eligibility Issues & Good Cause reviews
  - General process questions
  - At-Risk/suspend members support (beginning in Nov.)

# Pre-suspension Support

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- ❖ Outreach in Oct, Nov & December
- ❖ Pre-Suspension Activities
  - Online or paper versions
  - Credit for 1 month of hours
- ❖ Exemptions can over-ride suspension

*Reminder – member is suspended effective Jan. 1, 2020, not terminated. Can re-activate by calling GTW Unit. May be eligible for retro or same month coverage as medically necessary.*



# How to Help with Outreach

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- ❖ Register with GTW to provide volunteer activities, access to computers, etc.
- ❖ HIP.IN.gov
  - General program brochures
  - Key terms brochures and posters
  - Infographic about enrolling in HIP
  - Order form for FREE materials
  - Sign up as a HIP Stakeholder



# Contact Information

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