



HIP Gateway to Work Program Update 2-25-19



Gateway to Work Overview



Gateway to Work is part of the Healthy Indiana Plan (HIP) and started on January 1, 2019,

- All HIP eligible members who
 - do not meet an Exemption or
 - already working at least 20 hours per week reported to FSSA,
- will be required to engage and report hours completed on ***Gateway to Work Qualifying Activities*** for
- 80 hours per month for 8 of 12 months in a calendar year (annual program).



Member Profile

HIP Full-Eligible Members*: 350,017 members

Gateway to Work Referral Status

Exempt: 248,935 71% of current members

GTW Required:

Reporting met: 27,694, 8% of current members

Reporting: 73,388, 21% of current members

**Totals as of December 31, 2018, 350,017 Total fully-eligible members*

Exemptions

- 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

Definitions online at HIP.IN.gov, Gateway to Work or members can call their health plan to discuss.



Qualifying Activities

Work

- Employment
- Job search activities
- On-the-job training
- Homeschooling your children

Learn

- Adult Education (HSE/formerly GED)
- College courses
- English as a second language education
- General education classes
- Job skills training
- Vocation education or training

Serve

- Caregiving services
- Community service
- Volunteer work

Good Cause Qualifying Activity as necessary based on individual review

Definitions online at HIP.IN.gov, Gateway to Work or members can call their health plan to discuss.

Gateway to Work Began January 1, 2019



Gateway to Work began on January 1, 2019. HIP members are engaged and participating.

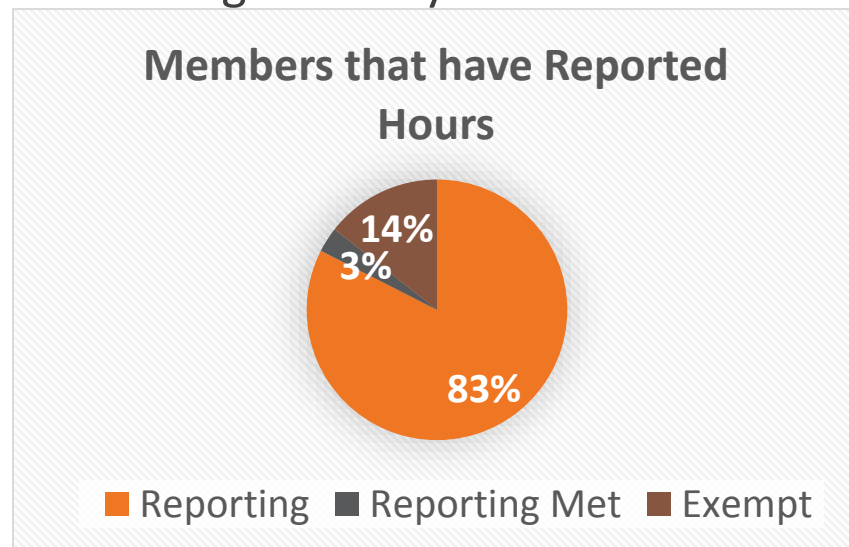
- Almost **1,500** Online assessments taken
- Almost **2,500** Online database searches completed
- Nearly **3,500** calls concerning Gateway to Work were answered by the HIP health plans - Anthem, CareSource, MDwise, and MHS.
- **11,958** HIP members logged into the FSSA Benefits Portal since January 1.
- Exempt members are calling because they still want to participate, even though they have no requirement. Most members want help finding employment.

Gateway to Work Began January 1, 2019



Although the required hours for January 2019 is zero, HIP members are reporting hours.

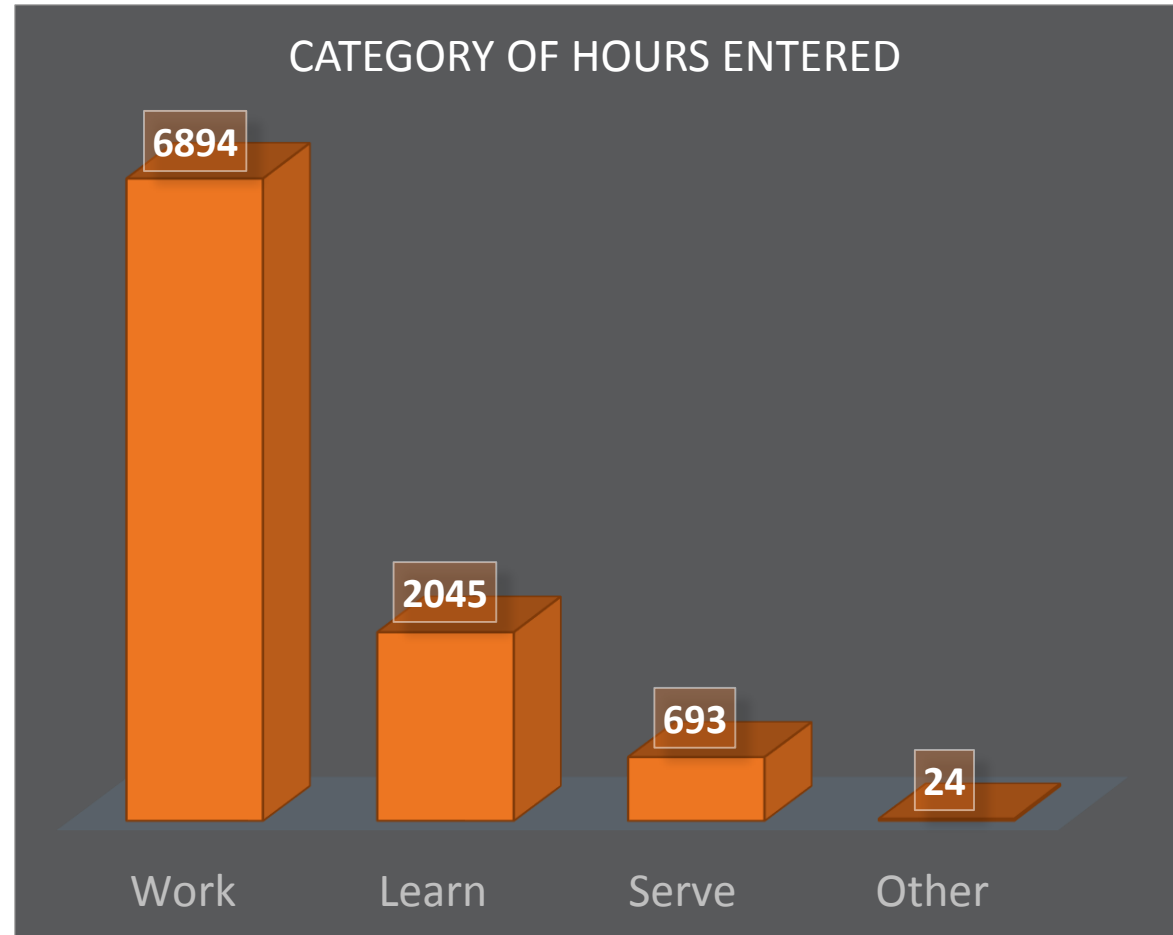
- **257** HIP members have entered hours via the portal or calling their health plan
- These HIP members have the following Gateway to Work status:
 - **212** Reporting
 - **8** Reporting Met
 - **37** Exempt



Gateway to Work Began January 1, 2019



Nearly **10,000** hours
have been entered or
reported by HIP
members through
January 31, 2019.



GTW Resources

Health Plans

- Assist members identify the right path for them.
- Connect to resources, overcome barriers, and track hours.
- Reminder calls if not reporting
- Outreach to members at risk of suspension.

Community Partners

- Assistance in navigating the Gateway to Work program,
- Provide volunteer opportunities, connect to resources
- Provide computer for members to enter hours, help them create account.

Next Level Jobs

- Provide education, job training and certification, and job opportunities
- Refer to appropriate resources such as High School Equivalency.

Gateway to Work Team

- Host web page to educate members
- Maintain a searchable database of volunteer opportunities, links to job, education and partner resources.
- Outreach to members who are suspended.

Member Friendly Resources



❖ Gateway to Work website – *HIP.IN.gov* and click Gateway to Work or <https://www.in.gov/fssa/gateway/>

- ❖ Gateway to Work assessment tool and recommendations
- ❖ General program information – Definitions and FAQs
- ❖ Searchable database - partners and qualifying activities
- ❖ Health Plan contact numbers

❖ Health Plan – Available via toll free phone lines

- ❖ **Education, Communications and Assistance** - members who can't utilize web based resources.
- ❖ **Assessment or additional assistance** - Members can call health plan to take the online assessment and will be offered additional assistance.

❖ Reporting Hours

- ❖ **On-line reporting tool** – can be used on computer or smart phone.
<https://fssabenefits.in.gov>
- ❖ **Phone reporting** – members can call health plan to report hours.
<https://www.in.gov/fssa/hip/2594.htm>



Member Questions

Healthy Indiana Plan (HIP) Health Plans can help with Gateway to Work.

- Exemptions,
- Qualifying activities,
- Finding resources,
- Assisting member taking assessments,
- Reporting hours.

HIP Health Plan Contact Numbers:

Anthem: 1-844-429-9623 (GTW)

CareSource: 1-844-542-2603 (GTW)

MDwise: 1-800-356-1204

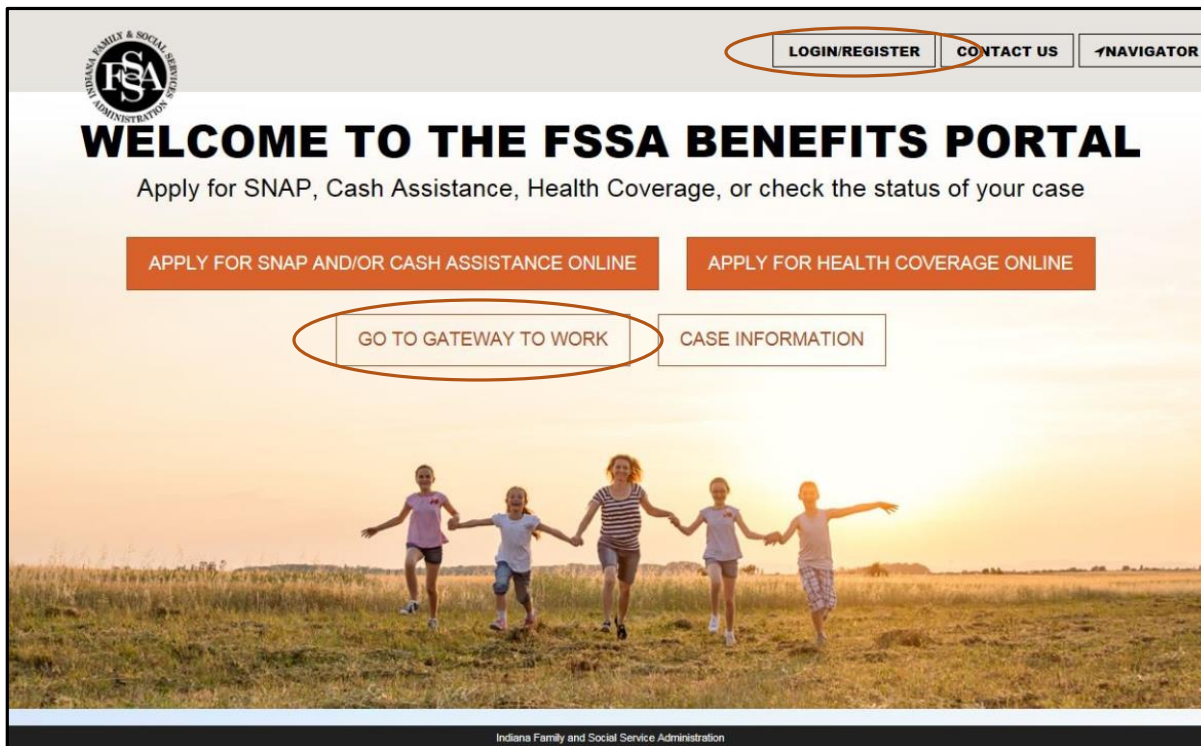
MHS: 1-877-647-4848

If the member does not know their health plan, they can call:

1-877-GET-HIP-9 (1-877-438-4479)

FSSA Benefit Portal

FSSA Benefit Portal Update for HIP Members



Indiana Family & Social Service Administration

LOGIN/REGISTER **CONTACT US** **NAVIGATOR**

WELCOME TO THE FSSA BENEFITS PORTAL

Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case

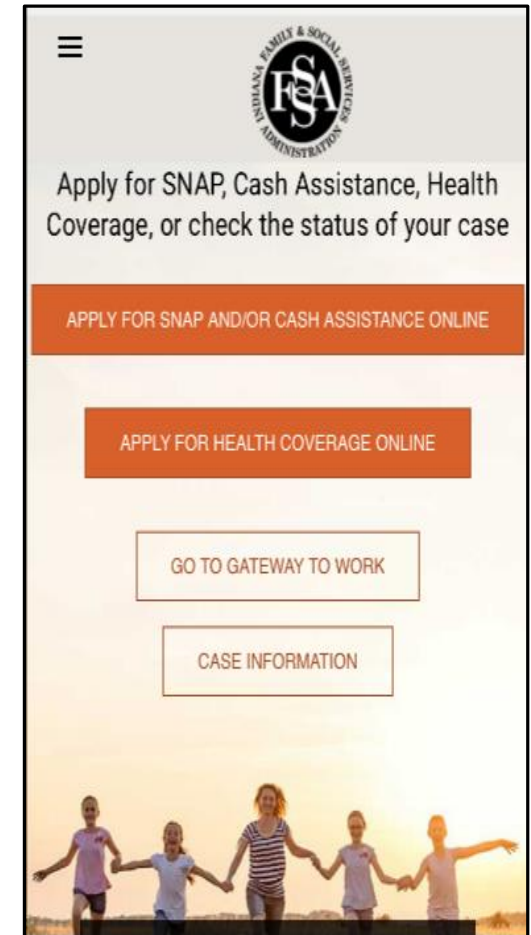
APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE

APPLY FOR HEALTH COVERAGE ONLINE

GO TO GATEWAY TO WORK

CASE INFORMATION

Indiana Family and Social Service Administration



Indiana Family & Social Service Administration

Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case

APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE

APPLY FOR HEALTH COVERAGE ONLINE

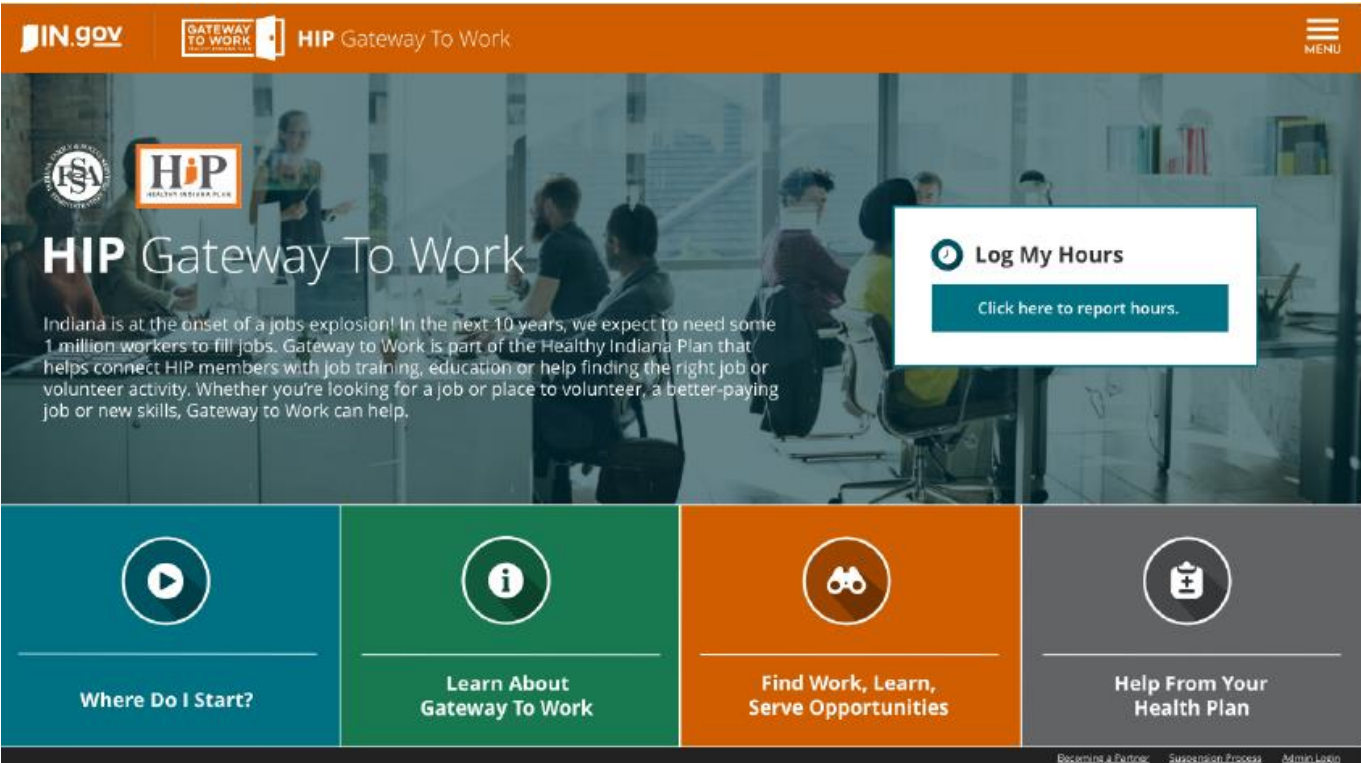
GO TO GATEWAY TO WORK

CASE INFORMATION

Gateway to Work Hours entry mobile version

Website

Gateway to Work website - Desktop and mobile versions – searchable database



IN.gov | **GATEWAY TO WORK** | **HIP Gateway To Work** | MENU

HIP Gateway To Work

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.

Log My Hours
Click here to report hours.

Where Do I Start?

Learn About Gateway To Work

Find Work, Learn, Serve Opportunities

Help From Your Health Plan

Becoming a Partner | Suspension Process | Admin Login



GATEWAY TO WORK | **HIP Gateway To Work** | MENU

HIP Gateway To Work

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.

- Log My Hours**
- Where Do I Start?**
- Learn About Gateway to Work**
- Find Work, Learn, Serve Opportunities**
- Help From Your Health Plan**
- Suspension Process**
- Becoming a Partner**

Admin Login

Gateway to Work Partner and who can be a partner?



Partners can be any Indiana:

- *non-profit, church, or business in good standing with the State of Indiana*

Partners will do one or more of the following:

- Provide volunteer opportunities for members
- Provide a computer terminal for a member to use to log hours
- Provide a computer terminal for a member to complete GTW activity
- Provide any sort of programming that could meet education, job training, soft skill development, or job search activities.
- Help educate member about GTW and what member needs to do
- Assist members in gaining benefit portal log-in
- Assist members in using state provided resources
- Assist members in overcoming barriers to meet Gateway to Work



Contact Information

Gateway to Work contact:

- ❖ General questions or to submit partner and community organizations forms:
FSSA.GatewayToWork@fssa.in.gov

Gateway to Work Website:

- ❖ HIP.IN.gov and click on [Gateway to Work](#) or
- ❖ <https://www.in.gov/fssa/gateway/>

Gateway to Work Partner and Community Organization form:

- ❖ <https://www.in.gov/fssa/hip/2591.htm>

FSSA Benefit Portal - Member Site to Enter Hours, check status:

- ❖ <https://fssabenefits.in.gov>

HIP Health Plan Toll-Free Phone Numbers:

- ❖ <https://www.in.gov/fssa/hip/2594.htm>