

Arkansas Department of Human Services  
DHS Pine Bluff Scanning Center  
PO Box 8848  
Pine Bluff, AR 71611-8848



Date of Letter: [Insert Date]

Client Name  
Client Address  
City, State, Zip code

Esta carta contiene información sobre sus opciones de atención médica. Si necesita traducción al español, llame al 1-855-372-1084

### Information About Your Healthcare Options

Dear Recipient,

Your Arkansas Works Medicaid case was closed on August 31<sup>st</sup> because you did not comply with work and community engagement requirements. To keep your coverage, you are required to report your work and community engagement activities, and you did not report your activities for 3 months. You will not be able to get Arkansas Works insurance for the rest of the year (through December 2018). That means you no longer have private insurance paid for by the Arkansas Works Medicaid program.

We are sending you this letter to give you information about your healthcare options.

- 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 or by emailing your request to [AWGoodCauseRequest@dhs.arkansas.gov](mailto:AWGoodCauseRequest@dhs.arkansas.gov). If you send an email, please tell us about your emergency and be sure to include your name, phone number, and address so that we can contact you.
- **If you tried to report your work activities on September 5 but the website would not allow you to do so, please send a good cause request to [AWGoodCauseRequest@dhs.arkansas.gov](mailto:AWGoodCauseRequest@dhs.arkansas.gov) with the information that you tried to report to show you had met the required hours. For this specific good cause request, you must make the request by close of business on October 5.**
- If your income has changed and is now over the income limit for Arkansas Works, you may qualify for tax credits that will help you purchase a Qualified Health Plan. You can do this by visiting [www.healthcare.gov](http://www.healthcare.gov), calling 1-800-318-2596, or contacting the insurance company who provided your coverage through Arkansas Works. The back of this letter has a chart that shows the income limit by household size for Arkansas Works and phone numbers for Ambetter, Blue Cross Blue Shield, and QualChoice.
- If you become pregnant or disabled or if a child moves into your home, you may be eligible for another category of Medicaid. You can apply online at [www.access.arkansas.gov](http://www.access.arkansas.gov), by phone at 1-855-372-1084, or at a local DHS County office.
- Visit a Federally Qualified Health Center. Federally Qualified Health Centers provide primary care services in underserved areas regardless of patients' ability to pay and charge for services on a sliding fee scale. Go to <https://www.findahealthcenter.hrsa.gov> to find a location near you.

- Visit a clinic or community health center in your area. You can find information about free clinics and community health centers on [www.humanservices.arkansas.gov](http://www.humanservices.arkansas.gov). Click: "Clinics and Community Health Centers."
- You may be eligible to receive Arkansas Works insurance again beginning January 2019. You may apply for 2019 insurance beginning November 1, 2018. You must meet all eligibility rules including work and community engagement to keep your insurance in 2019.

<b>Household Size (Including You)</b>	<b>Monthly Income Limit</b>
1	<b>\$1,396.56</b>
2	<b>\$1,893.36</b>
3	<b>\$2,390.16</b>
4	<b>\$2,886.96</b>
5	<b>\$3,383.76</b>

NOTE: Larger households should contact DHS for more information.

<b>Insurance Company</b>	<b>Phone Number</b>
Ambetter	1-877-617-0390
Blue Cross Blue Shield	1-800-800-4298
QualChoice	1-800-235-7111

Sincerely,

Arkansas Department of Human Services