Gateway to Work
General Information and FAQs
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Gateway to Work Program Overview

Gateway to Work is a part of the Healthy Indiana Plan (HIP). It connects HIP members with ways to look for work, train for jobs, finish school and volunteer. Starting in 2019, HIP members might be required to do Gateway to Work activities to keep their HIP benefits. The Indiana Family Social and Services Administration (FSSA) will assign members a Gateway to Work status. The status will be Reporting, Reporting Met or Exempt.

If a member’s Gateway to Work status is “Reporting,” they need to meet a required number of activity hours each month and report them. There are many things the member can do to meet the requirement. Activity hours must be reported using the Member reporting tool or by calling their health plan (Anthem, CareSource, MDwise, or MHS). The health plans can answer questions or connect members with new activities.

At the end of the year, we will look at all the hours members reported and determine if they met their required hours each month. HIP members will need to meet the required monthly hours 8 out of 12 months of the year to keep their HIP benefits. Members can contact their health plan at any time for questions about Gateway to Work.
Information on Gateway to Work Member Status

Any HIP member can do the Gateway to Work program but some HIP members are required to do it. Based on the information members have reported to FSSA, a Gateway to Work status has been assigned. Every HIP member has one of the following status assignments for Gateway to Work:

**Exempt** – “Exempt” means they meet an exemption for Gateway to Work. Exempt members are not required to participate during months they are exempt, but can if they want to.

**Reporting Met** – “Reporting Met” means a member does not meet an exemption, but has reported at least 20 hours per week of employment to the Division of Family Resources (DFR). They do not need to do anything new for Gateway to Work unless they report a change of employment to DFR.

**Reporting** – “Reporting” means they are required to do Gateway to Work. Reporting members will have to work, attend classes or volunteer and report those activities each month through the member reporting tool. They can also call their health plan (Anthem, CareSource, MDwise, or MHS) to report their hours.

A HIP member’s Gateway to Work status may change during the year if they have a change in work or school status, or if the member starts or stops meeting an exemption.
Schedule of Timeframe for Monthly Required Hours

Gateway to Work’s required activity hours will increase on a set schedule. This is designed to give HIP members time to learn about the program, contact their health plan, find Gateway to Work partners and activities, and set up their member reporting tool account. After July 1, 2020, the required activity hours reach 80 hours per month.

If a member’s Gateway to Work status is “Reporting,” they will need to do qualifying activities for a certain number of hours each month. Hours do not carry over from month to month. The number will start at zero in January 2019 and increase as shown below:

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For example, in July 2019, if a member does 5 hours of activities each week, they will meet the 20 hour requirement for the month. When the requirement goes up in October 2019, if they do 10 hours of activities each week, they will meet the 40 hour requirement for the month.
Understanding Gateway to Work Progress Statement on the Monthly POWER Account Statement

The health plans will send HIP members their Gateway to Work status and progress on each monthly POWER Account statement (starting March 2019). This will help them keep track of their progress.

The POWER Account statement will show members how many activity hours are required each month. They will see a “Yes” or “No” marked on the months they have completed or not completed Gateway to Work. They will see “Yes” on months their Gateway to Work status is “Exempt” or “Reporting Met.” Months members are not in HIP will also be marked as “Yes” months and do not count against them.
Exemptions

If a member’s Gateway to Work status is “Exempt,” they are not required to participate in Gateway to Work for the months they are exempt, but all members can participate if they want to. Exemptions include:

- **Caregiver of dependent child under 7 years old**
  - Dependent child: the member’s biological child, stepchild, foster child, sibling, step-sibling, grandchild, step-grandchild, or relative
  - All months they are a primary caregiver

- **Caregiver of disabled dependent**
  - Disabled dependent: the member’s spouse, sibling, biological child, stepchild, foster child, sibling, step-sibling, grandchild, step-grandchild, or relative
  - All months they are a primary caregiver

- **Homeless**
  - All months they are homeless or do not have stable housing

- **Illness (Certified) or Incapacity (Temporary)**
  - All months a member has a temporary illness or incapacity determined by the following:
    - The member has an inpatient hospital stay covered by HIP
    - The member has an illness or injury certified by their doctor

- **Institutionalized**
  - Within the last 30 days, all months a member has been in a hospital or facility for more than 1 day

- **Kinship caregiver of an abused or neglected child** (kinship caregiver means the member is a relative to this child)

- **Medically frail**
  - All months the member has been determined medically frail by their health plan

- **Pregnant**
  - All months a member is pregnant beginning the month they get pregnant and then for 60 days after delivery

- **Recently incarcerated for a period of at least 30 days in the past 6 months**
  - If the member has been in prison or jail for at least 30 days in the last 6 months, they are exempt the month they are released and the 6 months following their release

- **Student (half or full-time)**
  - All months they are enrolled and attending a secondary, postsecondary educational institution (like college) or vocational school. Half time is at least 2 classes in a long semester or one class in a short semester.

- **Substance Use Disorder (SUD)**
  - All months a member is in substance abuse or addiction treatment

- **Good Cause Exemption**
  - Other possible exemptions will be reviewed for good cause on an individual basis. The member must report the possible exemption to the health plan for further review.
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- Age 60 years and older  
  - Exemption starts the month the member turns 60 years old
- TANF or SNAP recipient  
  - All months the member is receiving TANF (cash assistance) or SNAP (EBT card) benefits

If a member meets one of these exemptions and was not given a Gateway to Work “Exempt” status, they will need to call their health plan (Anthem, CareSource, MDwise, or MHS).
**Gateway to Work FAQs**

Below are some frequently asked questions about Gateway to Work and their answers.

**Q:** What is HIP Gateway to Work?

**A:** Gateway to Work is a part of the Healthy Indiana Plan (HIP). Some HIP members are required to participate in it to keep their HIP benefits. It connects members with ways to look for work, train for jobs, finish school and volunteer. Starting in 2019, some members will have to do these activities for a certain number of hours each month to keep their HIP benefits.

**Q:** When does it start?

**A:** Beginning in January 2019, some members will be required to participate. FSSA will notify members if they are required to participate. If their Gateway to Work status is “Reporting,” they will be required to work, go to school, volunteer or participate in other qualifying activities up to 80 hours a month.

**Q:** Will a particular member have to participate?

**A:** Members will receive a letter telling them what their Gateway to Work status is. Depending on their status, they may have to participate. The statuses are:

- **Exempt** – “Exempt” means they meet an exemption for Gateway to Work. They are not required to participate during months they are exempt.

- **Reporting Met** – “Reporting Met" means they do not meet an exemption, but have reported at least 20 hours per week of employment to DFR. They do not need to do anything new for Gateway to Work unless they report a change of employment to DFR.

- **Reporting** – “Reporting" means they are required to participate in Gateway to Work by working, attending classes, or volunteering and reporting those activities each month through the member reporting tool. They can also call their health plan (Anthem, CareSource, MDwise, or MHS) to report their hours.

**Q:** How can a member find out if they are required to participate in Gateway to Work?

**A:** Members will receive a letter telling them if they are required to participate in Gateway to Work. They can also check their status at any time by:

- Calling their health plan
- Using the member reporting tool (after January 2019)
- Reviewing their monthly POWER Account statement (after March 2019)

**Q:** What would make a member exempt from having to participate?

**A:** If a member is exempt, they do not have to report hours unless their exemption ends. Exempt members can still participate in Gateway to Work for their own personal benefit but are not required.

Exemptions include:

- Caregiver of dependent child under 7 years old (the member’s biological child, stepchild, foster child, sibling, step-sibling, grandchild, step-grandchild, or relative)
  - All months they are a primary caregiver.
• Caregiver of disabled dependent (their spouse, sibling, biological child, stepchild, foster child, sibling, step-sibling, grandchild, step-grandchild, or relative).
  o All months they are a primary caregiver.
• Homeless
  o All months they are homeless or do not have stable housing
• Illness (Certified) or Incapacity (Temporary)
  o All months the member has a temporary illness or incapacity determined by the following:
    ▪ They have an inpatient hospital stay covered by HIP
    ▪ They have an illness or injury certified by their doctor
• Institutionalized
  o Within the last 30 days, all months they have been in a hospital or facility for more than 1 day
• Kinship caregiver of an abused or neglected child (kinship caregiver means the member is a relative to this child)
  o All months they are a primary caregiver.
• Medically frail
  o All months they have been determined medically frail by their health plan
• Pregnant
  o All months they are pregnant beginning the month they get pregnant and then for 2 months after delivery
• Recently incarcerated for a period of at least 30 days in the past 6 months
  o If the member has been in prison or jail for at least 30 days in the last 6 months, they are exempt the month they are released and the 6 months following their release
• Student (half or full-time)
  o All months they are enrolled and attending a postsecondary educational institution (like college) or vocational school. Half time is at least 2 classes in a long semester or one class in a short semester.
• Substance Use Disorder (SUD)
  o All months they are in substance abuse or addiction treatment
• Good Cause Exemption
  o Other possible exemptions will be reviewed for good cause on an individual basis
• Age 60 years and older
  o Exemption starts the month they turn 60 years old
• TANF or SNAP recipient
  o All months they are receiving TANF (cash assistance) or SNAP (EBT card) benefits

Q: If a member thinks they are exempt, what should they do?
A: They should call their health plan to see if they meet an exemption. If it is an exemption, they will notify FSSA and the member’s Gateway to Work status will be “Exempt” until the exemption ends.
**Q: What does the member need to do to make sure they maintain their benefits in 2020?**

A: To maintain their benefits, they need to have 8 months in 2019 that they meet the GTW requirement. This can be any 8 months in the year. They can meet the requirement in any month by reporting activity hours for Gateway to Work or being exempt from the requirement. Months they are not enrolled in HIP during the year do not count against them.

**Q: When do their Gateway to Hours increase?**

A: If their Gateway to Work status is “Reporting,” they will need to do qualifying activities for a certain number of hours each month. Hours do not carry over from month to month. The number will start at zero in January 2019 and increase.

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For example, in July 2019, if they do 5 hours of activities each week, they will meet the 20 hour requirement for the month. When the requirement goes up in October 2019, if they do 10 hours of activities each week, they will meet the 40 hour requirement for the month.

**Q: Why is the number of required Gateway to Work hours increasing?**

A: This is designed to give members time to learn about the program, contact their health plan, find Gateway to Work Partners, and set up their member reporting tool account. After July 1, 2020, the required activity hours reach 80 hours per month.

**Q: What are Gateway to Work qualifying activities?**

A: If members are required to participate in Gateway to Work, here are the things they can do:

- **Work**
  - Employed/Self-Employed (Subsidized or Unsubsidized)
    - They are employed or self-employed and receiving wages
    - They are in an employment mentoring program
    - They are in the National Guard service
  - Homeschooling
    - They homeschool their child in the home setting, meeting all legal requirements for homeschooling
  - Job search activities
    - Such as attending job fairs, applying for jobs, reviewing online job postings, or writing their resume
  - Education related to employment
    - On-the-job training
  - Members of the Pokagon Band of Potawatomi participating in the tribe’s comprehensive Pathways program
Learn
- College Education
  - Credit for any coursework at a postsecondary educational institution as set forth in IC 21-7-13-6.
  - This applies to any course work that falls below a full- or part-time student status (such as attending just one college class)
- English as a Second Language education
- General education
  - Any general education course or training by a not-for-profit, public institution.
  - Examples:
    - Financial literacy, budgeting, computer skills, resume writing, CPR or first aid class, gardening or cooking classes, etc.
    - Life skills programs
    - Family programs: family and parenting skills, child development
    - Time spent working with a not-for-profit on their case management, barrier relief, long-term planning and goal setting
- High School Equivalency (HSE)/Adult Education classes
  - Preparing to take the High School Equivalency test
  - Adult education programs including math, reading, and writing instruction to help members acquire the skills needed
- Job skills training/Vocational education
  - Computer skills classes, certifications, apprenticeship programs

Serve
- Caregiving services
  - These can include informal relationships and do not required legal or medical supporting documentation.
  - Examples:
    - Informal assistance to a relative, friend or neighbor who has basic health needs
    - Caretaking of a minor without a legal guardianship arrangement
    - Caregiver of a child without a formal court order such as grandparent or aunt taking care of child relative
- Community service/public service
  - Volunteering through an established nonprofit organization.
- Volunteer work
  - Work that is done without pay to help the community, such as:
    - Helping at their children’s school, their church, or people in their neighborhood
    - A faith-based internship or faith-based sponsored mission trip
    - Volunteering for a political campaign
    - Helping a neighbor, relative, or friend with basic needs
    - Doing neighborhood cleanup or tending a community garden
Additional activities that don’t fit the list above may be approved based on individual review. Member must contact their health plan to discuss activities such as:

- Attending Alcoholics Anonymous meetings: they may be able to report time spent in meetings as activity hours
- Activities completed by a member that do not readily fit within an existing qualifying activity definition.

Q: Are there things that won’t count for Gateway to Work activity hours?
A: The following things will not count toward the requirement for Gateway to Work.

- Illegal activities
- Going to the doctor or attending medical appointments
- Time spent in medical or behavioral health counseling or case management

Q: Does the member need to provide documents to prove the activity hours they report?
A: No documents are required to report activity hours, but members can provide them to their health plan if it is helpful to them.

Q: Will online classes, internships or apprenticeships count?
A: Yes, members can report all of these as hours for Gateway to Work.

Q: How can the member find enough work or other opportunities to meet the requirement?
A: They can go to www.HIP.in.gov and click on “Gateway to Work.” There members can find many activities in their area and Gateway to Work partners who can help them. Their health plan can also help them find opportunities.

Q: How do members find places to volunteer?
A: They can go to www.HIP.in.gov and click on “Gateway to Work.” There they can find volunteer opportunities in their area and Gateway to Work partners who can help them. Their health plan can also help them find opportunities.

Q: Can members volunteer anywhere or only at specific locations?
A: Members can volunteer anywhere. We do have a list of volunteer opportunities if a member needs help finding one. They can go to www.HIP.in.gov and click on “Gateway to Work.” There they can find many activities in their area and Gateway to Work partners who can help them. The member’s health plan can also help them find opportunities.

Q: The member helps their neighbor, does that count?
A: Yes! Helping a neighbor and helping the community counts as a Gateway to Work activity.

Q: How many hours do members have to complete?
A: The table below shows the schedule for the required number of hours:

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Q: How do members report their hours?
A: They can report their hours:

- Online using the member reporting tool on their phone or desktop computer.
- By calling their health plan.

Q: Do members need to start logging activities in January 2019?
A: Logging hours between January 1, 2019, and June 30, 2019, is optional and not required. For the first 6 months of 2019, Gateway to Work has a 0 hour requirement to give members time to learn about the program, contact their health plan, find Gateway to Work Partners, and set up their member reporting tool account. After July 1, 2020, the required activity hours reach 80 hours per month. They need to start reporting hours in July of 2019. The hour requirement will increase from 20 hours per month to 80 hours per month between July of 2019 and July of 2020.

Q: If a member does not meet the work requirements, does their whole family lose coverage or just them?
A: No, only the member will be suspended from HIP coverage. Anyone else in the house who is covered by HIP or another Indiana Health Coverage Program, such as Hoosier Healthwise, will keep their benefits.

Q: What happens if the member doesn’t want to do Gateway to Work or doesn’t meet the requirements?
A: If a member is required to do Gateway to Work and they choose not to report hours, their HIP benefits will be suspended at the end of the calendar year. They need to report hours for at least 8 months beginning in 2019. If they get suspended, the state (FSSA) will work with them to get their HIP benefits restored.

Q: Can a member’s HIP benefits be suspended or terminated monthly?
A: No, Gateway to Work is a calendar year program. HIP benefits will be suspended starting January 1 if they do not meet the requirement for Gateway to Work the previous year.

Q: What if the member gets sick and can’t work?
A: If they become ill or get injured for a long time, they need to call their health plan to let them know. They might get an exemption from Gateway to Work for the months they are unable to do any activities.

Q: What if they can’t work one month? Or they are a seasonal worker?
A: They need to meet their hours at least 8 of 12 months during a calendar year. It’s ok to miss a couple months.

Q: What sort of documentation do members need to provide?
A: No documents are required to report Gateway to Work activities. A member’s health plan might ask them for documents if they become exempt from the program.
Q: **When will members receive more information about the program?**
A: Members can go to [www.HIP.in.gov](http://www.HIP.in.gov) and click on “Gateway to Work.” There they can find many activities in their area and Gateway to Work partners who can help them. Their health plan can also help them find opportunities and answer questions.

Q: **What if a member takes care of their grandchildren or babysit in my neighborhood?**
A: They can report those hours! Caregiving is a “Serve” activity.

Q: **If a member is exempt, can they still do Gateway to Work?**
A: Yes, any HIP member can participate in Gateway to Work.