# Medicaid Work Requirements Implementation Readiness Checklist

A comprehensive planning guide for state Medicaid agencies

This checklist is designed to help Medicaid agencies and their partners assess operational, community, and member-facing readiness to implement work and community engagement requirements. Use this checklist to:

- Identify readiness gaps ahead of launch
- Coordinate roles across departments (Medicaid, non-MAGI Medicaid, workforce, SNAP, TANF, child care subsidy)
- Align partners around shared goals of equity, compliance, and continuity of care
- Determine where Activate Care can provide targeted implementation support

## 1. Implementation Design

- [ ] Key policy decisions made (outreach methods, compliance verification frequency, exemption procedures, documentation and reporting)
- [ ] Coordination plan in place with workforce agency, SNAP/TANF, and MCOs
- [ ] Clear strategy to prevent inequitable impact on high-barrier populations

## 2. Eligibility & Verification Infrastructure

- [ ] Member-facing reporting tools (portal, call center, paper) are tested and accessible
- [ ] Culturally and linguistically appropriate communication materials developed
- [ ] Staff trained to handle exemption processing and eligibility flagging
- [ ] Real-time integration or data-sharing processes defined across systems (e.g., Medicaid, SNAP, workforce)

## 3. Outreach & Community Engagement

- [ ] Strategy in place to proactively notify all impacted members
- [ ] Community-based organizations (CBOs) and Community Navigators engaged to support outreach
- [ ] Targeted engagement plans for hard-to-reach groups (e.g., rural, unhoused)
- [ ] Culturally relevant and linguistically tailored messaging created for priority populations
- [ ] Local partners trained and equipped to explain rules and support documentation

## 4. Member Support & Barrier Resolution

- [ ] Pathways established to connect members with enabling services (e.g., childcare, transportation, housing, job training)
- [ ] Risk stratification or health-related social needs (HRSN) screening process embedded in outreach or enrollment
- [ ] Protocols in place for assisting members with complex or overlapping needs

## 5. Data, Tracking & Reporting

- [ ] Metrics defined to track outreach, exemptions, activity reporting, and disenrollment
- [ ] Dashboards or reporting tools set up to monitor real-time trends
- [ ] Feedback loops established between call centers, outreach teams, and eligibility systems
- [ ] Evaluation plan in place to monitor equity, access, and member outcomes over time

## 6. Implementation Partners & Capacity

- [ ] External partners selected (if applicable) for verification, outreach, or navigation support
- [ ] Contracted vendors aligned on goals related to equity, engagement, and retention
- [ ] Community-based infrastructure assessed for capacity to support feedback loops established between call centers, outreach teams, and eligibility systems
- [ ] Member and community input incorporated into final implementation planning

Activate Care

Supporting states with a member-centered, outreach-first approach to compliance.

**Learn More**: info.activatecare.com/work-requirements