

Help answer common patient questions about AHCCCS work requirements.

Use this guide when patients ask about upcoming AHCCCS changes. For anything not covered here, direct the patients to KeepMyAHCCCS.com or to call AHCCCS at (855) 220-0903.

Q

I have AHCCCS coverage – does this apply to me?

Most AHCCCS members are not affected by these changes. AHCCCS will contact members directly if the new requirements apply to them.

Direct to: KeepMyAHCCCS.com for an overview.

Q

What are the work requirements?

Starting January 1, 2027, some adults ages 19–64 in the adult group may need to meet the requirements by having at least \$580 in monthly income; OR completing 80 hours of qualifying activities (working, going to school, job training, doing community service or volunteering, or a combination of activities); OR having some income and completing some hours of qualifying activities per month.

Direct to: KeepMyAHCCCS.com for more information.

Q

I have a health condition. Does that mean I'm exempt?

Health conditions that may qualify for an exemption include:

- Living with a mental health condition that affects your daily life
- Living with blindness or a disability
- Living with a physical, intellectual, or developmental disability that makes at least one everyday activity hard to do
- Living with a serious or complex health condition that makes it hard for you to meet work requirements
- Living with a substance use disorder that makes it hard for you to meet work requirements
- Getting treatment for drug or alcohol use
- Pregnant, or were pregnant in the last 12 months

Also, you may receive a temporary exemption if you are getting care in a hospital or nursing home, or you must travel away from home for medical care for yourself or a dependent.

Route to: [KeepMyAHCCCS.com](https://www.KeepMyAHCCCS.com) or AHCCCS for individual eligibility questions. Do not advise a patient that they are or are not exempt. If AHCCCS needs additional information from the member, AHCCCS will request it.

Q

How do I know if I'm exempt?

You may be exempt from the work requirements if you are:

- An American Indian or Alaska Native
- A veteran with a 100% total disability rating
- A caregiver for a child age 13 and younger, or for a person with a disability
- Under age 26 and you were in foster care at age 18
- Living with a mental health condition that affects your daily life
- Living with blindness or a disability
- Living with a physical, intellectual, or developmental disability that makes at least one everyday activity hard to do
- Living with a serious or complex health condition that makes it hard for you to meet work requirements
- Living with a substance use disorder that makes it hard for you to meet work requirements
- Getting treatment for drug or alcohol use
- Pregnant, or were pregnant in the last 12 months
- Already meet work requirements for SNAP (Nutrition Assistance) or TANF (Cash Assistance)
- In jail or prison, or were released in the last 3 months

You may get a temporary exemption from the work requirements if you:

- Are getting care in a hospital or nursing home
- Must travel away from home for medical care for yourself or a dependent
- Live in an Arizona county with a disaster declared by the President
- Live in an Arizona county with high unemployment

Direct to: [KeepMyAHCCCS.com](https://www.KeepMyAHCCCS.com) exemptions section; a community assistor for individual questions.

Q What do I need to do right now?

Right now, the most important thing is to keep your contact information current and open any letters from AHCCCS.

Direct to: Update your information using the live chat at chat.healtharizonaplus.gov.

Q I'm American Indian or Alaska Native — does this apply to me?

No, the new work requirements don't apply to American Indians or Alaska Natives.

Direct to: KeepMyAHCCCS.com; local Tribal health resources if available.

Q Where can I get help?

You can contact a community assistor, visit your local DES office, use live chat on the Health-e-Arizona Plus website, or call the recorded help line at (855) 220-0903.

Staff reminder

Recognize. Reassure. Refer.

You can help patients understand that changes are coming and encourage them to keep their contact information current and read AHCCCS notices.

Do not guess at eligibility or exemption status. Do not tell a patient to submit information unless AHCCCS asks for it. AHCCCS will contact members when additional information is needed.