

STEP-BY-STEP



ARKANSAS WORKS

MEMBER WORK REQUIREMENT REPORTING GUIDE

How to Report Work Activities and Exemptions

- Designating a Registered Reporter..... 2
- Reporting Your Hours By Phone..... 2
- Reporting Your Hours Online.....2-11
 - How to Create Account3
 - How to Link Your Account 4-5
 - Accessing Arkansas Works Portal 6-7
 - Reporting Work Hours or Exemptions Online 8-12
 - Reporting Work Hours Online9-10
 - Reporting Exemptions Online..... 11-12

How to Report Work Activities and Exemptions

Members can report their hours or exemptions by phone, online, or designate a registered reporter to report their hours for them. Work activities and exemptions must be reported for a month by the 5th month of the following month. For example, you or your registered reporter would report July work hours before the deadline of August 5. If you fail to report your work activities for any three months in a year, you will lose your Arkansas Works health insurance coverage for the year.

Designating a Registered Reporter



If you need help reporting your work each month, an Arkansas Blue Cross and Blue Shield representative can act as your registered reporter. We can report your work activity for you every month. For more information about using an Arkansas Blue Cross representative as your registered reporter, please call our customer service team at 1-800-800-4298.

Reporting Your Hours By Phone



You can report your hours each month by calling (855) 372-1084 from 7 a.m. to 9 p.m. daily.

Reporting Your Hours Online

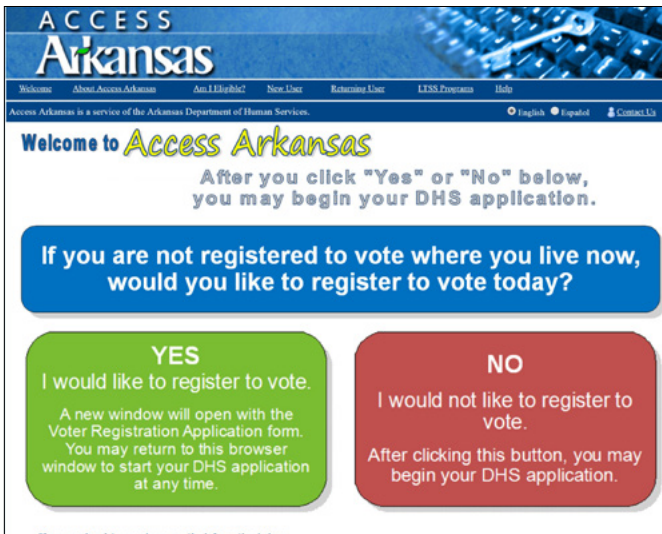


How to Create Account	3
How to Link Your Account	4-5
Accessing Arkansas Works Portal	6-7
Reporting Work Hours or Exemptions	8-12
Reporting Work Hours	9-10
Reporting Exemptions	11-12

How to Create an Account

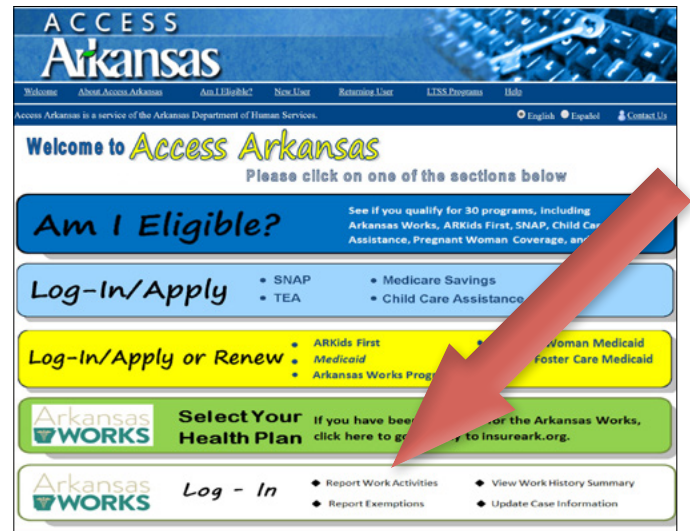
Start at access.arkansas.gov

Answer the "Register to Vote" yes or no.



The screenshot shows the ACCESS Arkansas homepage. At the top, it says 'ACCESS Arkansas' and 'Welcome to Access Arkansas'. Below this, it asks: 'After you click "Yes" or "No" below, you may begin your DHS application.' There are two large buttons: a green 'YES' button and a red 'NO' button. The 'YES' button says 'I would like to register to vote. A new window will open with the Voter Registration Application form. You may return to this browser window to start your DHS application at any time.' The 'NO' button says 'I would not like to register to vote. After clicking this button, you may begin your DHS application.'

Select Arkansas Works Log-In.



The screenshot shows the ACCESS Arkansas homepage with a red arrow pointing to the 'Arkansas Works Log-In' section. The 'Log-In/Apply' section lists: SNAP, TEA, Medicare Savings, and Child Care Assistance. The 'Log-In/Apply or Renew' section lists: ARKids First, Medicaid, Arkansas Works Program, Woman Medicaid, and Foster Care Medicaid. The 'Arkansas Works Log-In' section has a link to 'Report Work Activities' and 'View Work History Summary'.

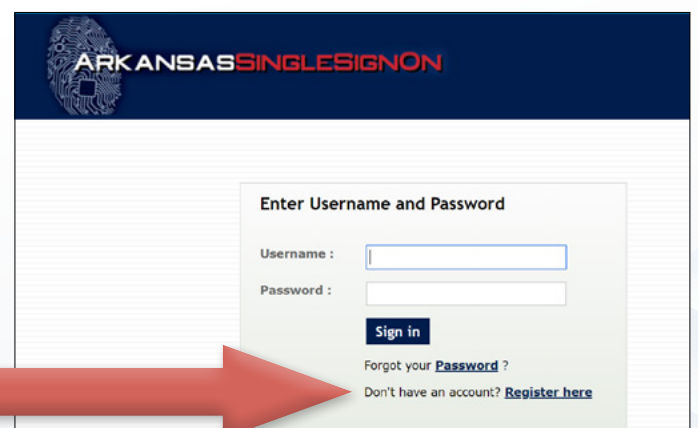
Select "Arkansas Works - Report Work Activity/Exemption."



The screenshot shows the ACCESS Arkansas homepage with a red arrow pointing to the 'Arkansas Works - Report Work Activity/Exemption' section. The section is titled 'Arkansas Works Report Work Activity/Exemption' and has a yellow button that says 'Register/Login to Apply for Arkansas Works or Medicaid'. Below this, there is a section for 'I Need Help' with a phone number '1-855-372-1084' and a section for 'What is Health Care Reform?' with a brief description of the reform.

Select "Don't have an account? Register here."

Fill out the required fields and select "Submit." If you have questions about creating your user account, please call the DHS Customer Service Center at 1-855-372-1084.

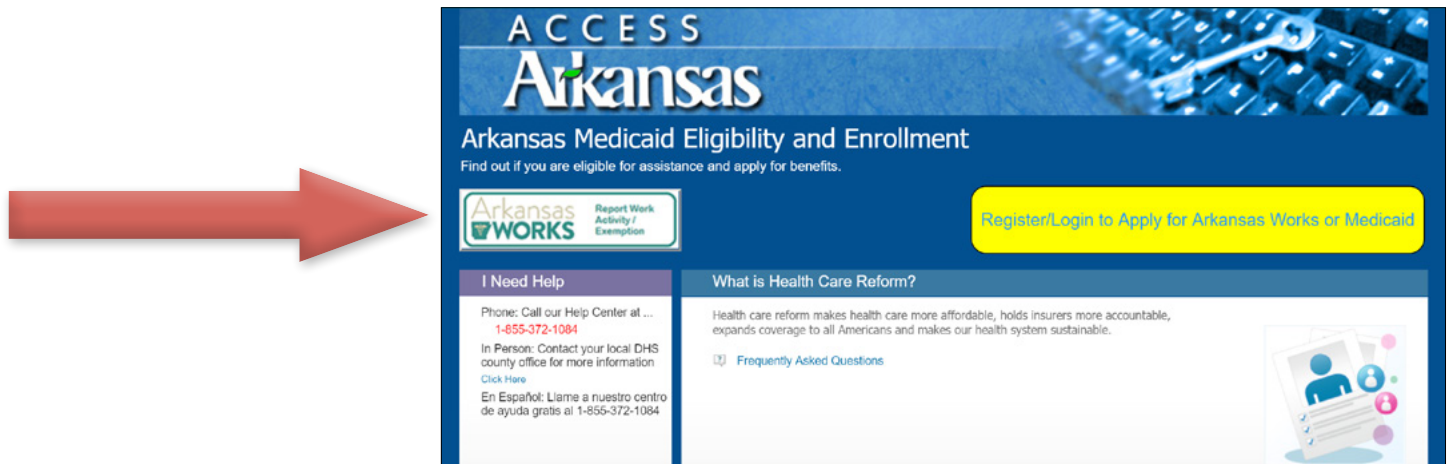


The screenshot shows the ARKANSAS SINGLE SIGN ON login page. It has a header with the text 'ARKANSAS SINGLE SIGN ON'. Below this, there is a form titled 'Enter Username and Password' with fields for 'Username' and 'Password'. There is a 'Sign in' button, a link for 'Forgot your Password?', and a link for 'Don't have an account? Register here'.

How to Link Your Account

Go to <https://eligibilityenrollment.arkansas.gov/CitizenPortal/application.do>

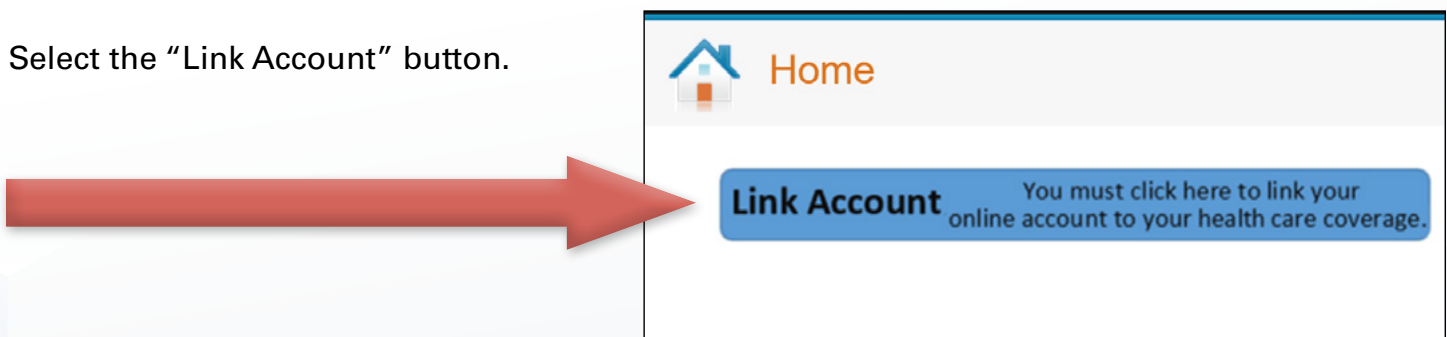
Select “Arkansas Works - Report Work Activity/Exemption.”



Create or sign in with your Single Sign On account information.

A screenshot of the ARKANSAS SINGLE SIGN ON login page. The page has a dark blue header with the text 'ARKANSAS SINGLE SIGN ON' and a fingerprint icon. Below the header is a light gray box with the title 'Enter Username and Password'. Inside this box are two input fields: 'Username :' and 'Password :'. Below the input fields is a blue 'Sign in' button. At the bottom of the box are two links: 'Forgot your Password ?' and 'Don't have an account? Register here'.

Select the “Link Account” button.



How to Link Your Account

Locate the **Reference Number** on your most recent Arkansas Works notice. If you do not know your reference number, you can find it at arkbluecross.com/reference or call our customer service team at 1-800-800-4298.

How do I use Access Arkansas?

To report information to DHS using Access Arkansas, you must have an online account that is linked to your healthcare coverage.

Your online account is NOT currently linked to your healthcare coverage.

You must do the steps below to link your account:

1. Go to **www.access.arkansas.gov**.
2. Answer the voter registration question with 'Yes' or 'No.'
3. Click 'Arkansas Works Log-In.'
4. Click 'Arkansas Works — Report Work Activity / Exemption.'
5. Log in to your online account ('Arkansas Single Sign On').
 - a. If this is the first time to log in, you must create an account. Be sure to save your account user name and password. You will need them each time you log in.
 - b. If you cannot log in to your online account, call the Customer Service Center at 1-855-375-1084.
6. Click 'Link Account' and enter:
 - a. First Name: example
 - b. Last Name: example
 - c. Reference Number: 00000

Answer the required questions and then select "Submit"

Your account is now linked!

Please enter the details below to link your online account to your health care coverage.

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Date of Birth *	<input type="text"/>
Reference Number *	<input type="text"/>
Please provide your email address	
Email Address	<input type="text"/>

If you do not have an email address you can go to the homepage of one of the popular free email providers* such as Gmail(Gmail@gmail.com) or Yahoo Mail(YahooMail@yahoo.com). From there, click sign up or create an account

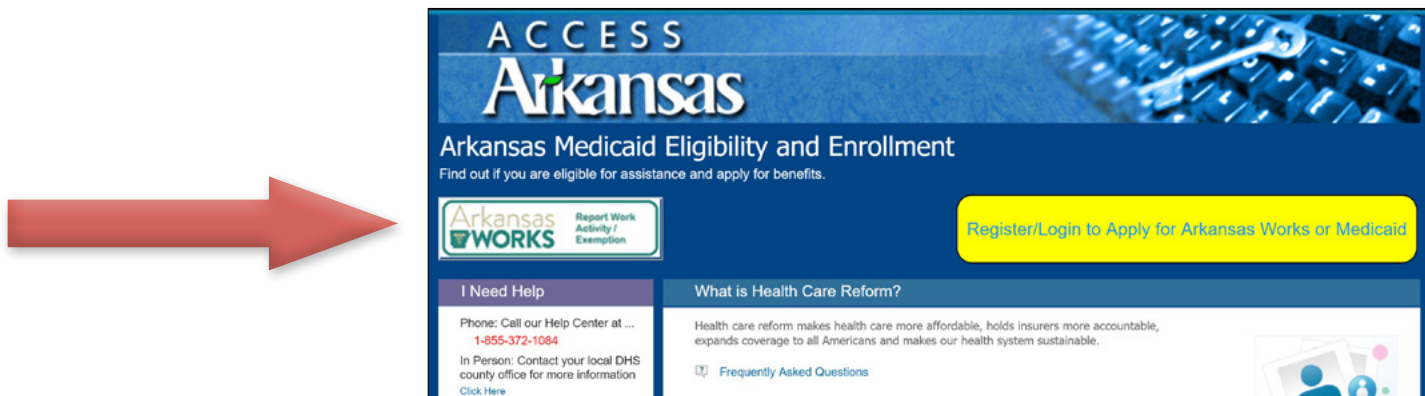
*Please note that DHS does not endorse any third-party email provider

If you need additional help please contact DHS at 1-855-372-1084.

Accessing Arkansas Works Portal

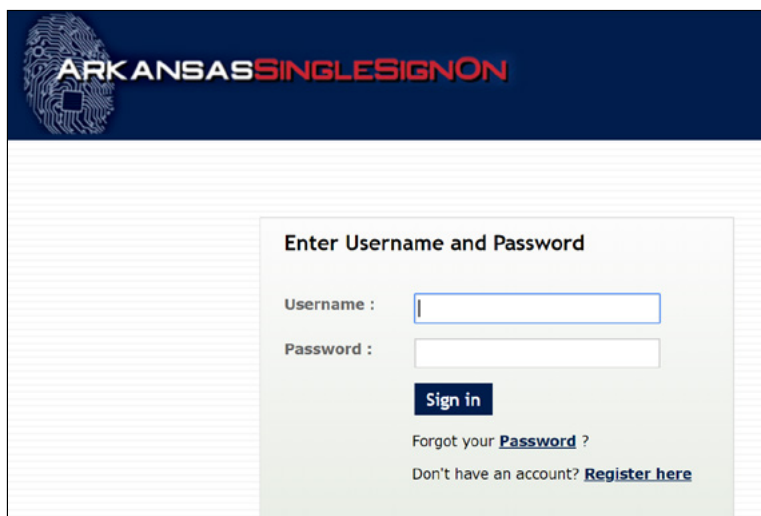
Visit <https://eligibilityenrollment.arkansas.gov/CitizenPortal/application.do>

Select "Report Work Activity/Exemption."

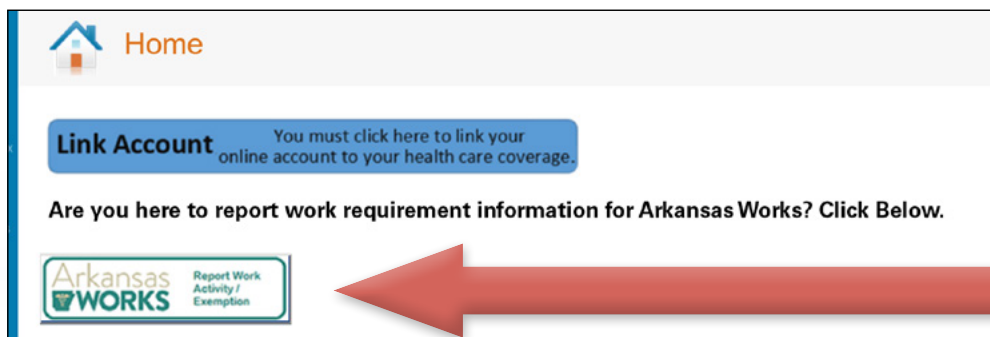


Create or sign in with your Single Sign On account information.

For more information about creating an account, see "How to Create an Account."



After logging in, select "Arkansas Works Report Activity/Exemption."



Accessing Arkansas Works Portal

Confirm that the contact information shown is correct and then select “Confirm and Continue.”

If changes are necessary, select “Change” or “Remove” on the line next to the information to update.

Information About You			
Current Contact Information			
Home Address:	123 Example St.	Change	Remove
Mailing Address:	123 Example St.	Change	Remove
Personal Phone Number:	475-	Change	Remove
Mobile Phone Number:		Change	Remove
Email Address:	example@	Change	Remove
Confirm & Continue			

Confirm that the current household members shown for you are correct. If they are correct, then select “Confirm and Continue.” If changes are necessary, select the “Add” or “Edit” button to make the changes.

Arkansas WORKS Household Information

[Update Your Information](#)
[Logout](#)
For help call 1-855-372-1084

Current Household Members		
Name	Date of Birth	Action
		Remove

[Add a Child](#) [Add an Adult](#) [Confirm & Continue](#)

You are now on the **Arkansas Works Portal** home page, where you will report your work activity or exemption. Hours can be logged between 7 a.m. – 9 p.m. daily.

Current Reporting Periods

Select a reporting month below:

[January 2018](#)

Status: Interim Period

01/01/2018 - 02/28/2018

January Reporting Period: 01/01/2018- 02/05/2018

The top section of the screen shows your status and how many hours you need to report for that time period.

Current Reporting Periods

Select a reporting month below:

[January 2018](#)

Status: Required to Report Work Activities

January Reporting Period: 01/01/2018- 02/05/2018

Total Hours: 0

Total Hours Remaining: 80

How to Report Work Hours and Exemptions

Confirm that the month you want to report hours for is selected. If not, select the correct month.

Arkansas WORKS

Welcome,

Home
Update Your Information
Logout
For help call 1-855-372-1084

Current Reporting Periods

Select a reporting month below:

January 2018

Status: Interim Period

01/01/2018 - 02/28/2018

January Reporting Period: 01/01/2018- 02/05/2018

Select "Report Exemption/Work Activity."

Arkansas WORKS

Welcome,

Home
Update Your Information
Logout
For help call 1-855-372-1084

Monthly Summary - January 2018

Status: Required to Report Work Activities

Total Hours: 0

Total Remaining Hours: 60

Home Report Exemption/Work Activity

Several possible exemptions and work activities are listed. You may need to scroll down to see all of them.

Arkansas WORKS

Welcome,

Home
Update Your Information
Logout
For help call 1-855-372-1084

If you are enrolled in Arkansas Works and are between 30 and 49 years old, you are required to report work activities unless you meet the requirements for one of the items below.

Select the item(s) below that apply to you.

- ☐ I work at least 80 hours per month at Arkansas minimum wage
- ☐ I have a child under 18 in my home
- ☐ I am pregnant or was pregnant within the last 60 days
- ☐ I go to school, vocational or job training full time
- ☐ I get unemployment benefits
- ☐ I care for a person who cannot care for him/herself
- ☐ I am in an alcohol or drug treatment program
- ☐ I can't work or look for work because of short-term disability
- ☐ I am blind
- ☐ I have a disability
- ☐ I need help with daily living activities

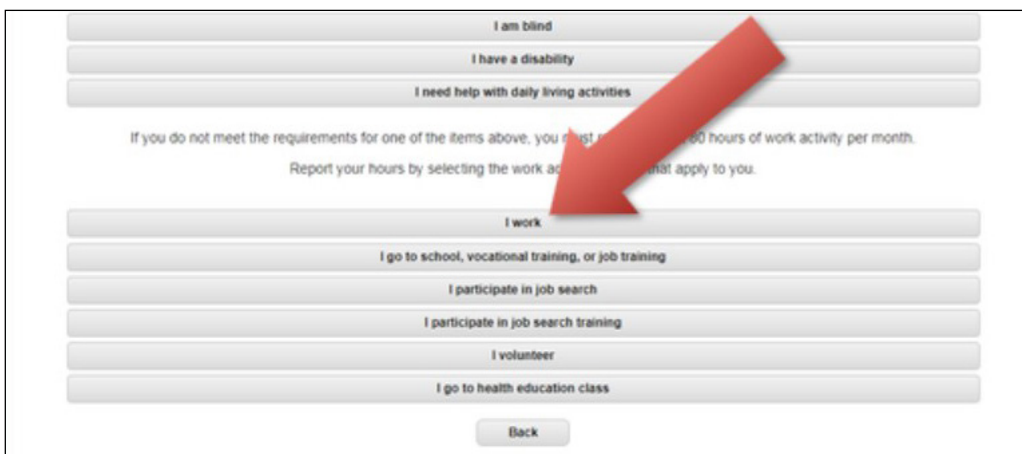
If you do not meet the requirements for one of the items above, you must report at least 60 hours of work activity per month.

How to Report Work Hours and Exemptions

Reporting Work Hours

To report your work, scroll down to the work activities section and select the activity you have completed.

If you need help reporting your hours each month, an Arkansas Blue Cross and Blue Shield representative can act as your registered reporter. We can report your work activity for you every month. For more information about using an Arkansas Blue Cross representative as your registered reporter, please call our customer service team at 1-800-800-4298.

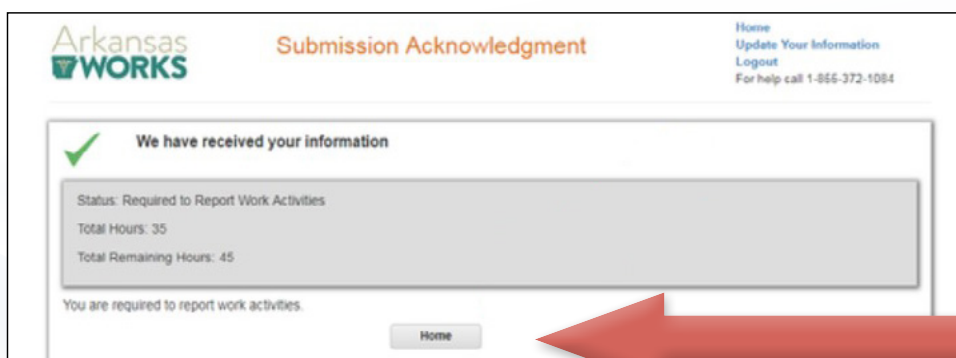


The screenshot shows a web form for reporting work hours. At the top, there are three buttons: "I am blind", "I have a disability", and "I need help with daily living activities". Below these is a paragraph: "If you do not meet the requirements for one of the items above, you must report at least 60 hours of work activity per month. Report your hours by selecting the work activity that apply to you." Below this paragraph is a list of seven buttons: "I work", "I go to school, vocational training, or job training", "I participate in job search", "I participate in job search training", "I volunteer", and "I go to health education class". At the bottom is a "Back" button. A large red arrow points from the top right towards the "I work" button.

Answer the required questions and submit your information. It may take a moment to process. Wait for the confirmation page or your information will not have been received.

Processing your request...

You have successfully reported your hours of work activities. Select "Home" to return to the home page.



The screenshot shows a "Submission Acknowledgment" page. At the top left is the "Arkansas WORKS" logo. At the top center is the text "Submission Acknowledgment". At the top right are links: "Home", "Update Your Information", "Logout", and "For help call 1-866-372-1084". Below this is a box with a green checkmark and the text "We have received your information". Inside this box is a table with the following information: "Status: Required to Report Work Activities", "Total Hours: 35", and "Total Remaining Hours: 45". Below the table is the text "You are required to report work activities." and a "Home" button. A large red arrow points from the right side of the page towards the "Home" button.

How to Report Work Hours and Exemptions

On the home screen, your total hours reported and remaining for the reporting period you selected have been updated.

Arkansas WORKS

Welcome,

Home
Update Your Information
Logout
For help call 1-855-372-1084

Current Reporting Periods

Select a reporting month below:

January 2018

Status: Required to Report Work Activities

January Reporting Period: 01/01/2018- 02/05/2018

Total Hours: 35

Total Hours Remaining: 45

When you report your required 80 hours of work activities, your status will change to Compliant.

Arkansas WORKS

Welcome,

Home
Update Your Information
Logout
For help call 1-855-372-1084

Current Reporting Periods

Select a reporting month below:

January 2018

Status: Compliant

January Reporting Period: 01/01/2018- 02/05/2018

Total Hours: 80

Total Hours Remaining: 0

If you add more than 80 hours, they will not carry over and count for future months.

Arkansas WORKS

Welcome,

Home
Update Your Information
Logout
For help call 1-855-372-1084

Current Reporting Periods

Select a reporting month below:

January 2018

Status: Compliant

January Reporting Period: 01/01/2018- 02/05/2018

Total Hours: 94

Total Hours Remaining: 0

How to Report Work Hours and Exemptions

Reporting Exemptions

To report your exemption, select the exemption that applies to you. For example, if you are pregnant select, "I am pregnant or was pregnant within the last 60 days."

If you need help reporting your exemption, an Arkansas Blue Cross and Blue Shield representative can act as your registered reporter. We can report your exemption for you. For more information about using an Arkansas Blue Cross representative as your registered reporter, please call our customer service team at 1-800-800-4298.

The screenshot shows the 'Arkansas WORKS' portal. At the top, it says 'Welcome,' and provides links for 'Home', 'Update Your Information', 'Logout', and a help number '1-855-372-1084'. The main text states: 'If you are enrolled in Arkansas Works and are between 30 and 49 years old, you are required to report work activity... meet the requirements for one of the items below.' It then asks to 'Select the item(s) below that apply to you.' There is a list of 11 exemption options, each in a button-like box. A large red arrow points to the third option: 'I am pregnant or was pregnant within the last 60 days'. The other options are: 'I work at least 80 hours per month at Arkansas minimum wage', 'I have a child under 18 in my home', 'I go to school, vocational or job training full time', 'I get unemployment benefits', 'I care for a person who cannot care for him/herself', 'I am in an alcohol or drug treatment program', 'I can't work or look for work because of short-term disability', 'I am blind', 'I have a disability', and 'I need help with daily living activities'. At the bottom, it says: 'If you do not meet the requirements for one of the items above, you must report at least 80 hours of work activity per month.'

Answer the required questions and then select "Save."

The screenshot shows the 'Arkansas WORKS' portal with the title 'Pregnancy Information'. It includes the same navigation links as the previous screen. The form is titled 'Enter your pregnancy information' and has a note '* Indicates a required field'. It contains four questions with input fields: 'How many children are you expecting?' (a text box), 'If you are currently pregnant, please enter the due date.' (a date box with 'mm/dd/yyyy' placeholder), 'If your pregnancy ended in the last 6 months, please enter the pregnancy end date.' (a date box with 'mm/dd/yyyy' placeholder), and 'Were you enrolled in Medicaid on the last day of your pregnancy?' (a dropdown menu with '--Please Select--'). At the bottom are 'Cancel' and 'Save' buttons.

How to Report Work Hours and Exemptions

Review your information and if it is correct, select "Submit."

Monthly Summary - July 2018

Status: Required to Report Work Activities
Total Hours: 0
Total Remaining Hours: 80

Pregnancy
Due date : 09/08/2018
End of post-partum:
Status: Unsubmitted

[Change](#) [Remove](#)

[Home](#) [Report Exemption/Work Activity](#) [Submit](#)

Check the box next to "I declare under penalty of perjury that the foregoing is true and correct" to certify the accuracy of your information. Then select "Submit."

Arkansas WORKS Sign and Submit

Home
Update Your Information
Logout
For help call 1-855-372-1084

You are reporting the following information for July 2018:

- is pregnant with due date of 09/08/2018.

Are you sure you want to submit this information? Once submitted this information cannot be changed.

By submitting this information, I am certifying that I have provided true answers to all the questions to the best of my knowledge. I understand that I may be subject to penalties under Arkansas or Federal law for providing false or untrue information.

☒ I declare under penalty of perjury that the foregoing is true and correct.

[Cancel](#) [Submit](#)

You have successfully reported your exemption. Select "Home" to return to the home page.

Arkansas WORKS Submission Acknowledgment

Home
Update Your Information
Logout
For help call 1-855-372-1084

✓ We have received your information

Status : Exempt
Exemption: Pregnancy
Exemption Period: 07/01/2018 - 11/30/2018

No further action is needed. You will receive a notice with more information regarding your exemption.

[Home](#) 07/17/2018 12:00 AM