

New Medicaid Expansion Rules

Work and Community Engagement Activities for Adults ages 19 through 64

CHANGES BEGIN JAN. 1, 2027

Most adults ages 19 through 64 enrolled through Medicaid expansion will renew Medicaid every six months instead of once a year. They must also meet new work and community engagement requirements unless an exception or exclusion applies.

The new requirements will begin affecting Medicaid renewals in March 2027.

Important: American Indians, Alaska Natives and other members eligible for Indian Health Services will continue to renew Medicaid once a year.

Meet the Requirement One of Two Ways

Have at least \$580 in monthly income or complete at least 80 hours of approved activities in a month. Approved activities may be combined. Ask your local Department of Social Services, also called DSS, what income and activities can count.

If You Already Have Medicaid

Meet the requirement during three of the six months before your renewal. Most affected adults will renew Medicaid every six months. The work and activity requirements will begin affecting renewals in March 2027.

If You Are Applying for Medicaid

Meet the requirement during each of the three months before you apply, unless an exception or exclusion applies. For example, if you apply April 1, you may need to show that you met the requirement in January, February and March.



What Activities May Count?

Approved activities may include:

- Paid work or self-employment
- Job training and certain supervised job-search activities
- In-kind work, where someone receives something other than money in exchange for work
- Unpaid work, including some internships and trial work periods
- College, career and technical education, high school or GED programs
- Structured volunteer or community-service activities through a nonprofit or public organization

You may combine approved activities to reach 80 hours in a month. Contact DSS to confirm whether an activity qualifies.

Keep Your Records

Save documents that show your income, activities or eligibility for an exception or exclusion, such as:

- Pay stubs or employer records
- School or training records
- Internship or job-search records
- Volunteer or community-service logs
- Medical, disability, caregiving or other supporting documents

Your DSS caseworker will tell you what information is required.

Important: Adults who do not meet the requirement and do not qualify for an exception or exclusion may lose their Medicaid benefits.

Who May Not Have to Meet the Requirement?

Some people may qualify for an exception, exclusion or short-term hardship exception.

Health, Disability and Coverage

Examples may include people who:

- Receive Medicare, Supplemental Security Income or Social Security Disability Insurance
- Have a disability or are considered medically frail
- Have a serious or complex medical condition
- Are pregnant or eligible for postpartum Medicaid coverage
- Participate in a drug or alcohol treatment and rehabilitation program
- Are veterans with a 100% disability rating

Caregiving and Other Circumstances

Examples may include people who:

- Care for a child under age 14 or a person with a disability
- Are currently in foster care or are former foster care youth under age 26
- Meet certain SNAP or Work First/TANF work requirements
- Are American Indian, Alaska Native or otherwise eligible for Indian Health Services
- Are incarcerated or were incarcerated during the previous three months

This is not the complete list. Your local DSS determines whether an exception or exclusion applies and what documents you need.

Short-Term Hardship Exceptions

A short-term hardship exception may apply if you:

- Received certain inpatient hospital or facility care during the previous three months
- Had to travel outside your community for an extended period to receive medical care for yourself or someone you care for
- Live in an area covered by a presidential emergency or disaster declaration
- Live in a county with a qualifying high unemployment rate

Contact your local DSS to ask whether a hardship applies and what information is required.

What You Should Do Now



1. Update Your Information

Make sure your local DSS has your correct address and phone number.



2. Read Every Medicaid Letter

Open letters from NC Medicaid and your local DSS right away. Respond by the deadline if a letter asks for information.



3. Save Your Records

Keep documents that show your income, approved activities or eligibility for an exception, exclusion or hardship.



4. Ask Questions Before a Deadline Passes

Contact your local DSS if you do not understand a letter, need help identifying acceptable documents or think an exception, exclusion or hardship applies.

Use ePASS

North Carolina's secure ePASS website can help you manage your benefits. With an enhanced ePASS account, you can:

- Apply for benefits
- View case details
- Renew Medicaid
- Upload documents
- Update your information

Visit epass.nc.gov.

Resources and Help

Contact your local DSS if:



You get a letter from your local DSS asking for information you do not understand.



You have questions about the six-month renewal period.



You have questions about work and community engagement requirements.



You have questions about an exemption.

Find Your Local DSS

ncdhhs.gov/localdss

NC Medicaid Contact Center

Call **1-888-245-0179** if you need help finding your local DSS.

Complete Information

Visit <https://www.medicaid.ncdhhs.gov/beneficiaries/medicaid-is-changing> >>>

Scan for complete information and current updates.



Important Information for American Indian, Alaska Native and Other IHS-Eligible Members

If you are eligible to receive services through the Indian Health Service, a Tribal health program or an Urban Indian Organization, you may qualify for an exclusion.

Before taking action, contact EBCI Tribal Option Member Services at **1-888-235-4673** to learn how these protections apply to you.

Auxiliary Aids and Interpreter Services

You can get free materials in large print and other auxiliary aids and services. Call **1-888-235-4673 (TTY/711)**. If English is not your first language, free interpreter services are available.

Call **1-888-235-4673 (TTY/711)**.

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-888-235-4673 (TTY/711)**. Si el inglés no es su lengua nativa, dispone de servicios gratuitos de interpretación. Llame al **1-888-235-4673 (TTY/711)**.

中国人 (Chinese): 您可以免费获得各种资料的大字版以及其他辅助工具和服务。请致 **1-888-235-4673 (TTY/711)**。如果英语不是您的首选语言，我们提供免费的翻译服务。请致电 **1-888-235-4673 (TTY/711)**。

Corporate Office

901 S. New Hope Road | Gastonia, NC
28054

Member Services
1-888-235-HOPE (4673)

Administrative Offices:

1-800-893-6246
Relay NC 711

