

# LOUISIANA DEPARTMENT OF HEALTH

**DRAFT**

Head of Household  
123 Memory Lane  
Metairie, LA 70001

Case ID #: XXXXXXXX  
Date: 05/04/2026

## General Notice

### Community Engagement Requirements to Remain Eligible

Dear ACA Individual,

Federal law requires some Medicaid members to take part in community engagement activities, commonly known as work requirements, to keep their Medicaid coverage. Community engagement activities include work, job training, education, and volunteering.

The law requires some Medicaid members between the ages of 19 and 64, who are not parents of young children or who do not have certain serious or complex medical conditions, to show they are working, volunteering, or participating in job training for at least 80 hours each month, or going to school at least half or part-time. A mix of approved community engagement activities can count.

If you are not doing these activities yet, you should start now. If you are already doing these activities then you should continue to do so.

You will need to be meeting community engagement requirements by 10/31/2026. You will receive information from us when action is required to renew your coverage or provide information to keep your coverage.

#### Approved activities include:

- Working (including self-employment and seasonal employment)
- Participating in job training or an apprenticeship (defined below)
- Volunteering for community service (defined below)
- Going to school or participating in other education programs (at least half or part-time)

Some Medicaid members are exempt from these community engagement requirements.

Exempt members do not have to participate in approved community engagement activities.

#### You are exempt from the community engagement requirements if you are:

- Under age 19 or age 65 or older
- A former foster youth under age 26
- Released from incarceration within the last 3 months
- Blind or disabled
- Medically Frail (defined below)
- A veteran with a total disability rating

- Pregnant or in postpartum coverage
- Participating in substance use disorder (SUD) or alcohol treatment or rehab
- The parent or guardian of a child under age 14
- The parent, guardian, caretaker relative, or family caregiver (defined below) of a person with a disability
- Meeting Supplemental Nutrition Assistance Program (SNAP) work requirements
- Enrolled in or entitled to Medicare Part A or Part B
- Native American or Alaska Native eligible for Indian Health Service

**Definitions:**

Job training - Louisiana defines job training as participating in training programs designed to prepare individuals for the workforce, and align with high-skill, or in-demand jobs. This includes occupational skills, technical certificates, associate/bachelor's degrees, and customized or apprenticeship programs.

Community service programs (volunteering) - Louisiana defines community service programs as structured programs where individuals perform work for the direct benefit of the community via public or nonprofit organizations, limited to projects serving a useful community purpose (e.g., health, education, public safety), designed to improve employability, and are supervised no less frequently than once each day the individual is scheduled to participate.

Medically frail - Louisiana defines medically frail as individuals with disabling mental disorders, individuals with chronic substance use disorders, individuals with serious and complex medical conditions, individuals with a physical, intellectual or developmental disability that significantly impairs their ability to perform one or more activities of daily living, or individuals with a disability determination based on Social Security criteria.

Caregiver – Louisiana defines caregiver as an adult family member or other individual who has a significant relationship with, and who provides a broad range of assistance to, an individual with a chronic or other health condition, disability, or functional limitation.

**What could happen if you do not meet the requirements:**

If you do not meet community engagement requirements and do not qualify for an exemption, you may lose your Medicaid coverage, until you have demonstrated compliance or exemption.

**What you have to do now to meet the requirements and keep your coverage:**

Your coverage renewal date is 01/31/2026. When it is time to renew your coverage, you may be asked to provide documentation to prove you are working, going to school or volunteering for at least one month prior to your renewal date.

**How to report your activities, changes, or check your status:**

You do not have to send anything to Medicaid at this time. This notice is for your information only. We will notify you when it is time to send us your information.

You can use any of these ways to report your activity hours, make changes, or check your eligibility status

- Online: Visit the website at [mymedicaid.la.gov](http://mymedicaid.la.gov)
- Phone: Call the toll-free number at 1-888-342-6207

- Email: MyMedicaid@la.gov
- In Person: Find a Medicaid office near you at [ldh.la.gov/directory/category/medicaid-regional-offices](http://ldh.la.gov/directory/category/medicaid-regional-offices)

**Keep your contact information up to date:**

It is important that Medicaid can reach you. You can update your address, phone number, or email:

- Online: [mymedicaid.la.gov](http://mymedicaid.la.gov)
- By email: [mymedicaid@la.gov](mailto:mymedicaid@la.gov)
- By calling your health plan (number on your card)
- By texting “Info” to 72147
- In person at a Medicaid office
- By calling Louisiana Medicaid toll-free at 1-888-342-6207

**If you need to be connected to job resources or volunteer organizations see the included document.**

*This notice has been sent to all applicable individuals. The term applicable individual means an individual other than a specified excluded individual who is eligible to enroll or is enrolled under the State plan; who is otherwise eligible to enroll (or is enrolled) under a waiver of such plan that provides coverage that is equivalent to minimum essential coverage and has attained the age of 19 and is under 65 years of age, is not pregnant, is not entitled to, or enrolled for, Medicare Part A or B, and is not otherwise eligible to enroll under such a plan.*

Sincerely,  
Medicaid Analyst

Email: [MyMedicaid@la.gov](mailto:MyMedicaid@la.gov)

Phone Number: 1-888-342-6207

Fax Number: 1-877-523-2987

To Keep Your Information Up to Date: 

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