



**DATE:** January 28, 2020 – **May 3, 2021**

**OPERATIONS MEMORANDUM #20-01-03**

**SUBJECT:** **Revised** Medical Assistance (MA) Work Supports Program Implementation

**TO:** Executive Directors

**FROM:** Inez Titus  
Director  
Bureau of Operations

**PURPOSE**

To provide information about the voluntary MA Work Supports program that will be implemented in February 2020.

**BACKGROUND**

The MA Work Supports program is a new program that will provide MA recipients with the opportunity to voluntarily participate in employment assistance programs through PA CareerLink and/or their Managed Care Organization (MCO). This program was developed to provide individuals with resources to help them work towards gaining self-sufficiency. It is a voluntary program and there are no eligibility sanctions or penalties for not participating.

**DISCUSSION**

Pennsylvania Enrollment Services will inform MA recipients age 18 to 64 about the availability of local employment and/or training services when they enroll in a new Health Choices MCO or request a plan transfer.

Individuals who indicate that they are interested in learning more about available services and who meet the following criteria will receive a PA CareerLink Welcome Letter ([Attachment 1](#)):

- Individuals enrolled in MG 91
- Age 19 – 49
- Not receiving Unemployment Compensation
- Not receiving Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance for Needy Families (TANF)

The letter will be available in English and Spanish languages. The letter will not be available in eCIS Correspondence.

Interested individuals will work directly with their local PA CareerLink office to pursue available opportunities. The local PA CareerLink office will be listed on the letter the individuals will receive. Additionally, the PA CareerLink website ([www.pacareerlink.pa.gov](http://www.pacareerlink.pa.gov)) can be used to find local offices if necessary.

Individuals who do not receive the PA Career Link letter and who are not receiving SNAP or TANF will be contacted by their Health Choices MCO. The MCO will learn more about their needs and can assist them in finding local resources that will help meet those needs. MCOs may also contact individuals who received a CareerLink letter.

MA recipients who also receive SNAP and/or TANF and who indicate that they are interested in employment or training services will be contacted by their County Assistance Offices (CAOs). The CAOs will be responsible to contact these individuals to address their indication that they were interested in these services and remind them of any work requirements they have for the benefits they are receiving and of the program they may already be enrolled in. The CAO can also address volunteer opportunities available through these existing employment and training programs. The CAO will take action on these cases in accordance with the procedure outlined in [Attachment 2](#).

It is important to remember that the MA Work Supports Program is not a mandatory program. Individuals may choose to pursue these options or resources and will not be penalized if they choose not to participate. It was designed to be a resource to help individuals find training or employment. Individuals participating in the MA Work Supports Program are not enrolled in an employment and training program through the CAO and are not eligible for special allowances.

**Important:** While the MA Work Supports program is not a mandatory program, individuals enrolled in SNAP or TANF must follow the employment and training requirements specific to each of those programs, if not otherwise exempt, to continue to qualify for SNAP or TANF.

### **NEXT STEPS**

1. Review this document with appropriate staff.
2. Direct questions or concerns to your Area Manager.

**ATTACHMENTS**

Attachment 1: [PA CareerLink Welcome Letter](#)

Attachment 2: [CAO Procedure-Revised](#)

Attachment 3: [MA Work Supports Response Spreadsheet](#)