



# GEORGIA PATHWAYS TO COVERAGE™

## HOW TO STAY COVERED



Georgia Pathways to Coverage™ is a new program to help low-income Georgians qualify for Medicaid who otherwise would not be eligible for traditional Medicaid.

Unlike traditional Georgia Medicaid programs, Pathways requires participation in qualifying activities for continued eligibility.

### REPORTING QUALIFYING ACTIVITIES

You must report your qualifying activity hours at the time of application and annual renewal. Please note, your qualifying activities may need to be verified. Qualifying activity requirements will only apply to Pathways and not those who are enrolled under the traditional Medicaid program.

### REQUESTING A GOOD CAUSE EXCEPTION

After you have been determined eligible for Pathways there may be times when you have a valid reason for not being able to complete 80 hours of qualifying activities during a month. You can request a Good Cause Exception for up to 120 hours per certification year so that you meet program requirements even when unexpected things happen.



#### FOR MORE INFORMATION ABOUT PATHWAYS:

Visit [pathways.georgia.gov](http://pathways.georgia.gov), call the Customer Contact Center at 1-877-423-4746 or 711 for those who are deaf, hard of hearing, deaf-blind or have difficulty speaking, or apply at [gateway.ga.gov](http://gateway.ga.gov)



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH



You can request a Good Cause Exception for any of the following reasons:

- Family emergency or life event
- Birth, adoption, foster placement, or death of an immediate family member
- Temporary illness / short-term injury
- Serious illness or hospitalization of member, or immediate family member
- Natural or human-caused disaster
- Temporary homelessness
- COVID-19 illness or exposure

If you have another reason that doesn't appear above, select "Other" and provide a description of your situation.

You can request a Good Cause Exception:

- Online at [gateway.ga.gov](http://gateway.ga.gov).
- In-person at your local Division of Family & Children Services (DFCS) office. To find the location and business hours for a DFCS office, visit: [dfcs.ga.gov/locations](http://dfcs.ga.gov/locations).
- By mail to your local DFCS office.
- By phone at 1-877-423-4746 or 711 for those who are deaf, hard of hearing, deaf-blind or have difficulty speaking.

You will need to provide documentation of your reason for requesting a Good Cause Exception. Those who request a Good Cause Exception over the phone can provide documentation of a valid reason online, via mail, or in person at a DFCS office. The documentation you need to submit depends on the situation. For more information on Good Cause Exception documentation, please reference the Pathways website at [pathways.georgia.gov](http://pathways.georgia.gov).

The state will review your request and decide about exception approval.

## REPORTING A CHANGE IN CIRCUMSTANCE

While you are enrolled in Pathways you may experience a change in circumstance or an event that may impact your continued eligibility for Pathways. Examples of a change in circumstance include getting married, having a baby, getting a raise, disenrolling from higher

education, or gaining access to employer-sponsored insurance. Any change in circumstance must be reported to the state within 10 days.

You can report a change in circumstance the same ways you request a Good Cause Exception - online, by phone, in person, and by mail. You will need to provide documentation of your reason for reporting a change in circumstance. For more information on change

in circumstance documentation, please reference the Pathways website at [pathways.georgia.gov](http://pathways.georgia.gov).

Once you report your change in circumstance, the state will evaluate your eligibility. If the state determines that you are eligible for a different category of Medicaid, the new category will be retroactively applied, if allowable. If the state determines that you are ineligible for Pathways or any other type of assistance, they will send you a change or termination notice.

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