

# 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 monthly reporting of qualifying activities for continued eligibility. Once you have successfully met reporting requirements for six consecutive months, you may be exempt from monthly reporting until annual redetermination. You will receive a change notice about reporting requirements with more information if this applies to you.

### REPORTING QUALIFYING ACTIVITIES

You can report your qualifying activity hours to prove that you completed your 80 hours of qualifying activities the same way you applied. Please note, your qualifying activities may need to be verified.

The easiest way to report is online at [gateway.ga.gov](http://gateway.ga.gov), but you can also report:

- 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.

If you need help reporting, you can call the Customer Contact Center at 1-877-423-4746 or contact your local DFCS office.



Pathways members report their qualifying activities by the 3rd of each month. The final deadline for

reporting qualifying activities is the 17th of each month, after which members enter suspension. For example, if your coverage started on September 1st, you would report your qualifying activities for August by September 3rd, and not later than September 17th, to stay covered for October.

If you do not report your qualifying activities by the 17th of each month, your coverage will be suspended starting the first of the next month. You can resume coverage from suspension once you report hours for the most recent month. If you do not report before the end of three months, your Pathways coverage will be terminated.

### 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 reporting requirements and maintain coverage 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 the same way you report qualifying activity hours – online, by phone, in-person, and by mail. 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. If you do not complete 80 hours of qualifying activities in a month and do not receive a Good Cause Exception to excuse the hours, your coverage will be suspended.



## 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 report qualifying activity hours – 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 within 10 days. 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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