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Civilla publishes templates that could help millions access and maintain Medicaid coverage

New report equips states with tools and guidance to create a human-centered Medicaid work requirements experience

DETROIT, MI – [Civilla](#), a nonprofit design studio that has spent over a decade designing human-centered benefits systems, has released new research and actionable, policy-reviewed templates to guide states' implementation of the new Medicaid work requirements mandated by H.R. 1 and the O.B.B.B.A.

Civilla's report responds to a simple and well-researched reality: every additional step in a benefit application process increases the risk that eligible residents will lose coverage due to unnecessary administrative burdens. As millions of residents already meet new criteria or qualify for exemptions, it is more important than ever that state leaders make the right design and policy decisions or risk unnecessary loss in coverage.

“State governments have the difficult job of implementing these new requirements in a way that works for their staff and protects coverage for the everyday people who rely on these benefits,” explains Julia Dale, CEO of Civilla. “The good news is that there is a way to do both of these things, and it starts with listening to the people who will be impacted by these changes the most.”

The report includes user-tested templates centered on the key recommendation that states add work requirement questions to existing Medicaid applications rather than create separate verification steps. Other recommendations urge government leaders to choose the minimum lookback periods, accept self-attestation for verifications, and adopt state-optional exemptions for their state's application.

Implementation tools include:

- **A paper application template** insert for collecting exemptions and work activities.

- **An online application template** for state Medicaid or integrated applications.
- **A policy and question guide** mapping each template question to the applicable policy group.
- **Implementation guidance** in the report that works whether states adopt the full templates or just the plain language questions.

“We spoke to dozens of people from different states, with varying family sizes and health and work statuses, and developed these templates over 11 rounds of iteration,” explains Rachel Rosenbaum, design lead at Civilla who has been one of the main drivers of this research. “Time after time, we heard that residents are trying to do everything they can to comply and don’t want to ‘mess up’, but that each new requirement can feel like a mountain to climb.”

Under H.R. 1, adults ages 19 to 64 must work for at least 80 hours per month, have income equal to 80 hours x the federal minimum wage, or qualify for an exemption in order to maintain Medicaid coverage. Implementation begins on January 1, 2027, with millions of people at risk of losing coverage if states fail to design systems that work for residents.

The full report is available for download here:

<https://www.civilla.org/assets/files/Civilla-Report-Application-Templates-for-Medicaid-Work-Requirements.pdf>

About Civilla

Founded in 2015, Civilla is a nonprofit dedicated to changing the way our public-serving institutions work through human-centered design. We collaborate with leaders, listen to community members, and learn from staff within institutions. Together, we design public services that build a more beautiful civil society for all.