



FOR IMMEDIATE RELEASE
October 21, 2025

Civilla publishes guidance to help states implement Medicaid work requirements under H.R. 1

New report equips states with human-centered strategies to cut red tape, protect coverage, and prepare for 2027 deadline

Detroit, MI - As states begin preparing to fulfill Medicaid work requirements mandated by *H.R. 1*, Civilla, a nonprofit design studio focused on transforming public services, has released a new research report to offer practical, human-centered strategies for implementation.

If states underestimate the communication and design challenge of H.R. 1 implementation, residents will miss deadlines, eligibility staff and call centers will be overwhelmed, and trust will erode. Designing the user experience will be central to whether eligible people keep coverage and whether staff can manage the workload.

The report provides concrete, research-backed strategies to reduce administrative burden and protect coverage for millions of residents.

Key recommendations include:

- **Applications:** Integrating exemption information and reporting into a single streamlined process.
- **Letters and notices:** Designing notices to be clear and actionable.
- **Text communications:** Using SMS reminders and smart notification systems to prompt timely action.
- **Online flows:** Building simple, mobile-friendly processes for reporting and exemptions.

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 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.

“This is one of the largest operational changes to Medicaid in decades, and states have a limited window to prepare,” said Julia Dale, CEO at Civilla. “Our research shows that by grounding implementation in the lived experience of residents and staff, states can avoid unnecessary coverage loss and lower administrative costs while strengthening trust in public systems.”

The full report is available for download here: [Work Requirements Report](#)

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.