

Healthy Michigan Plan Work Requirements Communications Timeline

A guide for community partners and navigators

Use this timeline to anticipate when clients you serve will receive official communications from MDHHS about upcoming work requirements — and to prepare your responses. Residents may receive additional text messages and emails from CMS between June and August about work requirements.

WHAT RESIDENTS WILL RECEIVE — AND WHEN

June
2026

PRESS / NEWS

General Public

Press Release

Residents may begin hearing about work requirements through local news and social channels and call with questions.

CORE MESSAGE

Healthy Michigan Plan eligibility changes are coming. Work Requirements will now be a part of HMP eligibility. Awareness of letters/ notices, where to find more info (HealthyMichiganPlan.org).

MAIL

All HMP Members

Mailed Flyer

Residents on HMP will receive a flyer with information about 6-month renewals and Medicaid work requirements.

CORE MESSAGE

• HMP work requirements and 6-month renewals are coming.

• Some people may be exempt from work requirements

July
2026

SOCIAL MEDIA

General public

Social Media Campaign Begins

Residents may see posts about work requirements in their feeds and reach out for clarification before receiving any direct notice from MDHHS.

CORE MESSAGE

Changes are coming, we've got you covered. Make sure info is up to date.

TEXT MESSAGES • EMAIL

General public

Early Awareness Campaign

Residents may receive texts and/or emails about work requirements changes and actions that may be needed to take. These emails will be sent from no-reply@info.medicaid.gov and text messages will be sent from 633767 (MEDSMS).

CORE MESSAGE

Changes are coming, we've got you covered. Make sure info is up to date.

September
2026

MAIL • MI BRIDGES

General public

Federally Mandated Letter

This letter is required by HRI to be sent to residents. It will provide an overview of what the work requirements are and who may be exempt. It will not provide residents with individualized guidance about their case.

CORE MESSAGE

Why they're receiving this letter, what work requirements are, who is exempt, and how to report. Keep contact info up to date.

January
2027

JANUARY 1, 2027: WORK REQUIREMENTS BEGIN - APPLICATIONS AND RENEWALS WILL HAVE UPDATED QUESTIONS

TEXT MESSAGES • EMAIL

All HMP members at time of renewal

Pre-Renewal Work Requirement Reminder

45 days before their renewal, residents will receive a text or email reminding them about the new requirements.

CORE MESSAGE

You may need to report work or an exemption to keep your coverage on your next renewal. Visit Healthymichiganplan.gov to learn more.

MAIL

Residents who were not ex-parte renewed.

Non-Compliance Notice

Residents will receive this notice with their renewal if they were not renewed automatically with information MDHHS has access to. The most important thing they need to do is complete their renewal. They should answer all income and exemption questions so MDHHS knows they are meeting the work requirement or exempt. There will also be a version of this notice for new applicants.

CORE MESSAGE

Complete your renewal as soon as possible and be sure to report all work and exemption information by answering all questions.

REMIND RESIDENTS NOW — BEFORE NOTICES ARRIVE

Update contact info at Michigan.gov/MIbridges so notices reach them. Verify identity in MI Bridges to view letters and renewal dates. Watch for mail, text, and email from MDHHS.

Questions? Call **1-800-642-3195** (TTY 1-866-501-5656).

FOR THE MOST UP-TO-DATE POLICY INFORMATION

Visit HealthyMichiganPlan.org — the official hub for work requirements, exemptions, how to report, and updates as they're announced. Share this link with residents who have questions.