How to Report Work Activities and Exemptions

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Members can report their hours or exemptions by phone, online, or designate a registered reporter to report their hours for them. Work activities and exemptions must be reported for a month by the 5th month of the following month. For example, you or your registered reporter would report July work hours before the deadline of August 5. If you fail to report your work activities for any three months in a year, you will lose your Arkansas Works health insurance coverage for the year.

**Designating a Registered Reporter**

If you need help reporting your work each month, an Arkansas Blue Cross and Blue Shield representative can act as your registered reporter. We can report your work activity for you every month. For more information about using an Arkansas Blue Cross representative as your registered reporter, please call our customer service team at 1-800-800-4298.

**Reporting Your Hours By Phone**

You can report your hours each month by calling (855) 372-1084 from 7 a.m. to 9 p.m. daily.

**Reporting Your Hours Online**

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How to Create an Account

Start at access.arkansas.gov

Answer the “Register to Vote” yes or no.

Select Arkansas Works Log-In.

Select “Arkansas Works - Report Work Activity/Exemption.”

Select “Don’t have an account? Register here.”

Fill out the required fields and select “Submit.”

If you have questions about creating your user account, please call the DHS Customer Service Center at 1-855-372-1084.
How to Link Your Account

Go to [https://eligibilityenrollment.arkansas.gov/CitizenPortal/application.do](https://eligibilityenrollment.arkansas.gov/CitizenPortal/application.do)

Select “Arkansas Works - Report Work Activity/Exemption.”

![ACCESS Arkansas screenshot](image1)

Create or sign in with your Single Sign On account information.

![Arkansas Single Sign On screenshot](image2)

Select the “Link Account” button.

![Link Account screenshot](image3)
How do I use Access Arkansas?
To report information to DHS using Access Arkansas, you must have an online account that is linked to your healthcare coverage.

Your online account is NOT currently linked to your healthcare coverage.

You must do the steps below to link your account:

1. Go to www.access.arkansas.gov.
2. Answer the voter registration question with ‘Yes’ or ‘No.’
3. Click ‘Arkansas Works Log-In.’
5. Log in to your online account (‘Arkansas Single Sign On’).
   a. If this is the first time to log in, you must create an account. Be sure to save your account user name and password. You will need them each time you log in.
   b. If you cannot log in to your online account, call the Customer Service Center at 1-855-375-1084.
6. Click ‘Link Account’ and enter:
   a. First Name: example
   b. Last Name: example
   c. Reference Number: 00000

Answer the required questions and then select “Submit”

Your account is now linked!
Accessing Arkansas Works Portal

Visit [https://eligibilityenrollment.arkansas.gov/CitizenPortal/application.do](https://eligibilityenrollment.arkansas.gov/CitizenPortal/application.do)

Select “Report Work Activity/Exemption.”

Create or sign in with your Single Sign On account information.

For more information about creating an account, see “How to Create an Account.”

After logging in, select “Arkansas Works Report Activity/Exemption.”
Confirm that the contact information shown is correct and then select “Confirm and Continue.”

If changes are necessary, select “Change” or “Remove” on the line next to the information to update.

Confirm that the current household members shown for you are correct. If they are correct, then select “Confirm and Continue.” If changes are necessary, select the “Add” or “Edit” button to make the changes.

You are now on the Arkansas Works Portal home page, where you will report your work activity or exemption. Hours can be logged between 7 a.m. – 9 p.m. daily.

The top section of the screen shows your status and how many hours you need to report for that time period.
How to Report Work Hours and Exemptions

Confirm that the month you want to report hours for is selected. If not, select the correct month.

Select “Report Exemption/Work Activity.”

Several possible exemptions and work activities are listed. You may need to scroll down to see all of them.
To report your work, scroll down to the work activities section and select the activity you have completed.

If you need help reporting your hours each month, an Arkansas Blue Cross and Blue Shield representative can act as your registered reporter. We can report your work activity for you every month. For more information about using an Arkansas Blue Cross representative as your registered reporter, please call our customer service team at 1-800-800-4298.

Answer the required questions and submit your information. It may take a moment to process. Wait for the confirmation page or your information will not have been received.

You have successfully reported your hours of work activities. Select “Home” to return to the home page.
On the home screen, your total hours reported and remaining for the reporting period you selected have been updated.

When you report your required 80 hours of work activities, your status will change to Compliant.

If you add more than 80 hours, they will not carry over and count for future months.
How to Report Work Hours and Exemptions

Reporting Exemptions

To report your exemption, select the exemption that applies to you. For example, if you are pregnant select, “I am pregnant or was pregnant in within the last 60 days.”

If you need help reporting your exemption, an Arkansas Blue Cross and Blue Shield representative can act as your registered reporter. We can report your exemption for you. For more information about using an Arkansas Blue Cross representative as your registered reporter, please call our customer service team at 1-800-800-4298.

Answer the required questions and then select “Save.”
How to Report Work Hours and Exemptions

Review your information and if it is correct, select “Submit.”

Check the box next to “I declare under penalty of perjury that the foregoing is true and correct” to certify the accuracy of your information. Then select “Submit.”

You have successfully reported your exemption. Select “Home” to return to the home page.