



OKLAHOMA

Health Care Authority

SoonerCare (Medicaid) Work
Requirements Stakeholder Toolkit

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Overview

The purpose of this toolkit is to provide community partners, stakeholders, state and local agencies, and advocates with messaging and resources as the state of Oklahoma prepares to implement Medicaid work requirements. Work requirements were enacted in July 2025 through H.R. 1, aka The One Big Beautiful Bill Act. Beginning Jan. 1, 2027, this federal legislation mandates that states require certain Medicaid members to work or take part in community engagement activities.

While the federal government sets general rules for the Medicaid program, each state has its own specific requirements. In Oklahoma, roughly 1 million residents receive healthcare coverage through SoonerCare, the state's Medicaid program. Work requirements may affect eligibility for some Oklahoma SoonerCare members and/or may require additional documentation to maintain Medicaid benefits.

The goal of the messaging included in this toolkit is to encourage members to ensure their contact information is updated, to watch for mail from the Oklahoma Health Care Authority (OHCA), and to quickly respond to any requests for information or documentation. If members do not respond to requests for information, they run the risk of losing their SoonerCare healthcare coverage, even if they remain eligible.

OHCA will update this toolkit and add materials as new guidance and resources are available. In the toolkit you'll find an overview of work requirements, an implementation timeline, FAQ, member outreach, how you can help, messaging samples and creative materials.

Please use the items in this toolkit and integrate them into your outreach and social media campaigns. Partners may modify the outreach language to meet specific business needs but should keep the general work requirements information the same to ensure consistency in the information provided. If you have any questions or need additional information regarding SoonerCare services, please visit MySoonerCare.org.

Quick Links

- Find the most up-to-date information on work requirements at Oklahoma.gov/ohca/workrequirements.
- Learn more about SoonerCare at MySoonerCare.org.

Understanding Work Requirements

Who They Apply To

Work requirements apply to expansion adults, ages 19-64, who are not otherwise exempt. Work requirements do not apply to:

- Individuals entitled to or enrolled in Medicare.
- Children 18 years old and younger.
- Adults 65 years old or older.
- Foster and former foster youth 25 and younger.
- Pregnant and postpartum women.
- Parents or caretakers of children 13 years old and younger.
- Parents or caretakers of individuals with disabilities.
- American Indian/Alaskan Native individuals.
- Veterans with a disability rated total/100%.
- Individuals with a health condition that makes it difficult to meet the work requirements.
- Blind or disabled individuals.
- Those with a substance use disorder or disabling mental disorder.
- Individuals with a serious or complex medical condition.
- Participants in a qualifying addiction or alcohol treatment program.
- Individuals who meet TANF work requirements or receive SNAP and are subject to SNAP work requirements.
- Individuals currently incarcerated or incarcerated within the last 3 months.

Members may also request short-term exceptions. Short-term hardship exceptions are as follows:

- Individuals receiving inpatient hospital, nursing facility, ICF/IID, inpatient psychiatric, or certain other similar inpatient or outpatient services.
- Individuals who must travel outside their community for an extended period to receive necessary medical treatment for a serious or complex medical condition may request a short-term hardship exception. This also applies when the individual's dependent must travel for such treatment.
- Individuals residing in a county or equivalent unit of local government where an emergency or disaster has been declared by the President under the National Emergencies Act or the Stafford Act. OHCA must obtain federal approval before this specific exception can be utilized.
- Individuals residing in a county or equivalent unit of local government that has an unemployment rate that is at or above the lesser of 8% or 1.5 times the national unemployment rate. OHCA must obtain federal approval before this specific exception can be utilized.

A short screener, available on [OHCA's Work Requirements page](#), enables members to quickly find out whether they are likely to be impacted by work requirements.

How Members Meet Requirements

SoonerCare members comply with work requirements if they meet at least one of the following conditions in a month:

- Have a monthly income that is at least \$580.
- Be a seasonal worker and have an average monthly income over the previous 6 months that is at least \$580.
- Work at least 80 hours.
- Complete at least 80 hours of community service.
- Participate in a work program for at least 80 hours.
- Be actively enrolled in an educational program at least half-time.
- Engage in any combination of work, community service, a work program or education for a total of at least 80 hours.

Important notice: If a SoonerCare member does not meet work requirements and does not qualify for an exception, they may lose their SoonerCare coverage.

OHCA will first try to verify whether the member meets the requirement or qualifies for an exception using information already available to the agency. If additional information is needed, the member will be sent a notice. The member will have 30 days to respond to the notice. If the member does not provide the needed information, they could lose their coverage, even if they meet the work requirement or qualify for an exception.

If a member loses SoonerCare coverage because they do not meet the work requirement, they may also be unable to receive federal tax credits to help pay for coverage through the Health Insurance Marketplace.

Timeline and Implementation

Work requirements take effect on Jan. 1, 2027. On this date, SoonerCare renewals will begin taking place every six months for expansion adults. Those members will need to meet work requirements or an exemption when they renew their coverage.

If a member is renewing SoonerCare, they must have met work requirements in the previous month. For example, if the renewal date is Jan. 1, 2027, the member will need to provide documentation showing that they met work requirements in December 2026. At the next renewal on July 1, 2027, the member would need to provide documentation showing that they met work requirements in one of the previous six months from January through June 2027. Future renewals are subject to the six-month requirement.

If an individual is applying for SoonerCare, they will need to have met work requirements in the previous month. For example, if the application date is Jan. 1., 2027, the applicant will need to provide documentation showing that they met work requirements in December 2026.

FAQ

OHCA has put together a series of frequently asked questions that are available on the [Work Requirements page](#). This section will continue to be updated. Please refer to the webpage for the latest questions and answers.

Key Takeaways

- Starting Jan. 1, 2027, a new federal law requires some adults on SoonerCare (Oklahoma Medicaid) to participate in either work or community engagement activities, commonly called work requirements, to keep their healthcare coverage.
- Work requirements will not affect all SoonerCare members.
- Work requirements apply to some adults ages 19-64. Exceptions and short-term hardship exceptions are available for some circumstances and individuals.
- Impacted SoonerCare members must:
 - Work or participate in a work program for 80 or more hours a month.
 - Complete 80 or more hours of community service a month.
 - Be enrolled in an education program at least half-time (“half-time” as defined by the institution).
 - Engage in a combination of these activities for 80 or more hours a month.
 - Have a monthly income that is at least \$580.
- OHCA has notified members who are subject to work requirements. They will have received or will be receiving a yellow letter in the mail. It provides information on exceptions and instructions on what they should do right now.
- Members should keep all SoonerCare contact information up to date to avoid missing key updates or requests for more information.
- Failure to respond to requests from OHCA could result in loss of SoonerCare coverage, even if the member remains eligible.
- For those subject to work requirements, SoonerCare renewals will take place twice a year instead of once a year.

For more information, visit [OHCA's Work Requirements page](#).

How You Can Help

Outreach Objectives

OHCA's outreach and communications goals for work requirements revolves around three primary pillars:

Educate – Raise awareness of work requirements and educate members about who will be affected, when the change is occurring and what action needs to be taken.

Engage – Engage stakeholders, partners, providers, advocates, elected officials, professional associations, community and volunteer organizations, schools and employers to align messaging.

Establish – Establish consistent three-part messaging: 1. Remind members to update their information in the SoonerCare [member portal](#), 2. Ask members to keep an eye on their mail for any communication from OHCA; and 3. Advise members to respond promptly to any request for documentation from OHCA.

Action Steps

Stakeholders and advocates can assist OHCA during work requirement implementation by coordinating communications efforts and serving as a trusted messenger for impacted members:

1. **Share OHCA messaging.** Messaging samples on page 11 provide approved verbiage that you can pull from and share. Please ensure your member and partner messaging coordinates with OHCA's outreach.
2. **Help members prepare for work requirements.** Encourage members to fill out the [Work Requirements Screener](#) to find out if they may be impacted. If they will be impacted, direct them to the resources on [OHCA's Work Requirements webpage](#) where they will find links to job fairs, hiring events, job preparedness workshops, and employment and training services.
3. **Order a free poster.** A work requirements poster is available to order on [OHCA's Publications page](#). The free poster, offered in English and Spanish, is designed to hang in offices, clinics, breakrooms or anywhere it may reach members.

Partner Education Opportunities

OHCA partners will have access to H.R. 1 work requirements information and resources explaining how the new federal requirement may impact certain adult SoonerCare members. Participating partners will receive training notifications and educational updates through the Partner Education team. Notifications will be sent to the contacts identified by the partner organization to receive Partner Education communications.

Partner education opportunities include:

- **Agency Partners:** Contracted state and federal agencies and Oklahoma Tribal Indian Health Services (IHS).
- **Community Partners:** Nonprofits, advocacy and alliance organizations, hospitals, food banks and other Oklahoma stakeholders serving adult SoonerCare members.

These resources are designed to help partners understand the new requirements and assist eligible adult Oklahomans in navigating changes to Medicaid coverage and services.

Become an OHCA Community Partner

For more information about participating as an OHCA community partner, email CommunityPartners@okhca.org.

Member Outreach

SoonerCare members have received several communications and will continue to do so up to and beyond the Jan. 1, 2027, work requirements implementation date. Samples of messaging can be found on the next page.

Direct member communications have or will include:

- [August Newsletter](#) | Aug. 13, 2026
 - The newsletter was emailed to members and posted on OHCA's website. It is available in English and Spanish.
- [Initial Letter](#) | Sept. 1, 2026
 - This letter, on yellow paper, was mailed to members who need to meet work requirements.
- [September Newsletter](#) | Sept. 1, 2026
 - The newsletter was emailed to members and posted on OHCA's website. It is available in English and Spanish.
- Member Email | Oct. 1, 2026
- October Newsletter | October 2026
- Member Email | Nov. 1, 2026
- November Newsletter | November 2026
- December Newsletter | December 2026

Indirect member communications have or will include:

- [Work Requirements Webpage](#) | Aug. 15, 2026
 - Provides an overview of who is affected, the list of exceptions, what members should do right now and a listing of resources.
- [Work Requirements Poster](#) | Sept. 1, 2026
 - Available in English and Spanish, this poster is available to order for free on [OHCA's Publications page](#). It's designed for providers, partners and employers to post in their offices, clinics or breakrooms.
- [Work Requirements Flyer](#) | Aug. 24, 2026
 - Provides information on who is affected and a list of exceptions. It also details what is required of members who are impacted by H.R. 1.
- Social Media Posts | Ongoing campaign beginning Sept. 1, 2026
 - See samples on next page.

Messaging Samples

Partners may modify the outreach language to meet specific business needs but should keep work requirements information the same to ensure consistency in messaging. Partners may not modify creative assets.

Member Newsletter Article

English Copy

Starting in January 2027, a new federal law requires some SoonerCare members ages 19-64 to work, go to school or help in their community. This will ensure those members keep their SoonerCare health coverage. Review the [Work Requirements Screener](#) to see if it may affect you.

What You Need to Do Now

1. **Update your information.** Log in to [MySoonerCare.org](#) and make sure your phone number, address and email are up to date.
2. **Watch your mail.** Check your mail for letters from SoonerCare or the Oklahoma Health Care Authority. You'll get a yellow letter if you need to do something to keep your coverage.
3. **Review resources.** If you need help finding a job or enrolling in school, view resources on the [Work Requirements page](#).

Some members may lose coverage if they are not working, enrolled in school, volunteering or meeting other exemptions.

Spanish Copy

A partir de enero de 2027, una nueva ley federal exige a algunos miembros de SoonerCare de entre 19 y 64 años que trabajen, estudien o colaboren en su comunidad. Esto garantizará que dichos miembros conserven su cobertura de salud de SoonerCare. Consulte los [Requisitos Laborales](#) para ver si esto podría afectarle.

Lo que debe hacer ahora

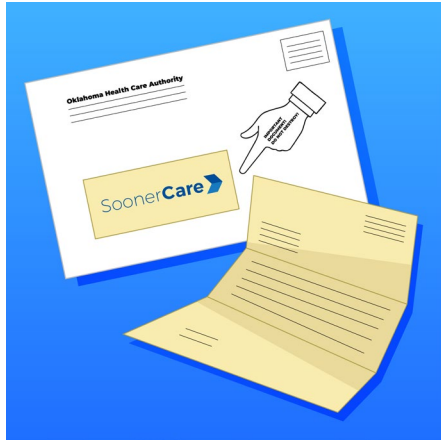
1. **Actualice su información.** Inicie sesión en [MySoonerCare.org](#). Asegúrese de que su número de teléfono, dirección y correo electrónico estén actualizados.
2. **Esté atento a su correo.** Revise su correo para verificar si ha recibido alguna carta de SoonerCare o de Oklahoma Health Care Authority. Recibirá una carta amarilla si tiene que hacer alguna gestión para mantener su cobertura.
3. **Consulte los recursos.** Si necesita ayuda para encontrar trabajo o matricularse en un centro educativo, consulte los recursos disponibles en la página de [Requisitos Laborales](#).

Es posible que algunos miembros pierdan la cobertura si no están trabajando, estudiando o realizando servicios voluntarios o no cumplen con otras excepciones.

Social Media Posts

The graphics shown below are available for download on the [stakeholder toolkit page](#).

Post #1: English Copy



Did you recently get a yellow letter in the mail? 📄 📧

If so, you may need to meet new work requirements to keep your coverage beginning in January.

Here's what to do now:

- ✅ Update your contact information in your MySoonerCare portal
- ✅ Check your mail, email and MySoonerCare portal often
- ✅ Get ready to report work, school or volunteer activities

OHCA will contact members when it's time to take action, so keeping your information up to date is really important to make sure you don't lose coverage.

Learn more at oklahoma.gov/ohca/workrequirements and share this information to spread the word!

If you need help finding work, education or volunteer opportunities, check out the link above for resources.

Post #1: Spanish Copy

¿Recibió recientemente una carta amarilla por correo? 📄 📧

De ser así, es posible que tenga que cumplir con los nuevos requisitos laborales para mantener su cobertura a partir de enero.

Esto es lo que debe hacer ahora:

- ✅ Actualice su información de contacto en su portal de MySoonerCare.
- ✅ Revise su correo postal, correo electrónico y el portal de MySoonerCare con frecuencia.

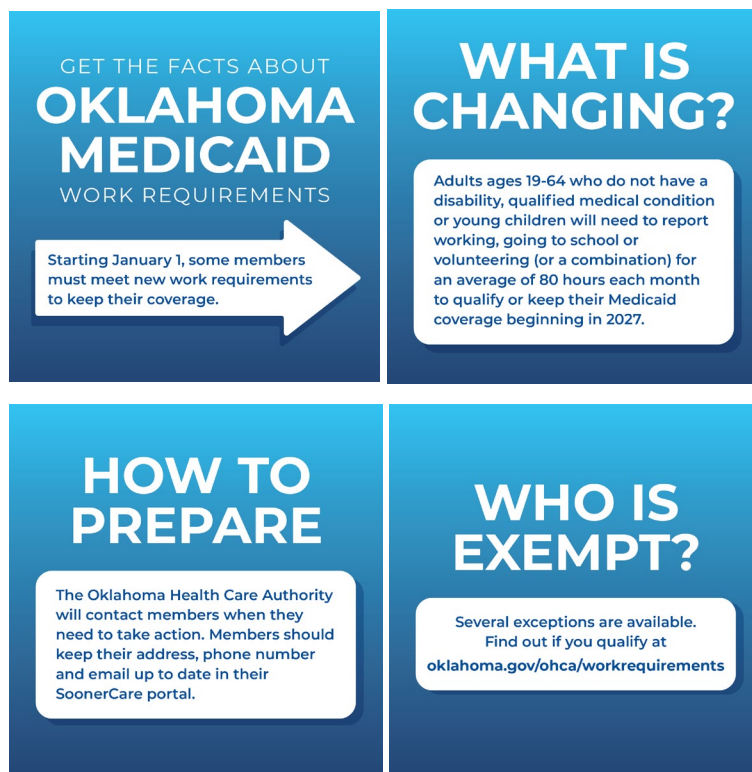
✓ Prepárese para informar acerca de sus actividades laborales, escolares o de voluntariado.

OHCA se pondrá en contacto con los miembros cuando llegue el momento de tomar medidas; por eso, es muy importante que mantenga su información actualizada para asegurar que no pierda la cobertura.

Obtenga más información en oklahoma.gov/ohca/workrequirements ¡y comparta esta información para que corra la voz!

Si necesita ayuda para encontrar empleo, opciones educativas u oportunidades de voluntariado, consulte el enlace anterior para ver los recursos disponibles.

Post #2: English Copy



Important changes are coming to SoonerCare (Medicaid) because of a new federal law.

Starting January 1, some SoonerCare members must meet new work requirements to keep their coverage. 📅

If the Oklahoma Health Care Authority cannot verify that you meet the requirement or qualify for an exception, they may ask you for more information. It is important to keep your information up to date and watch closely for notices.

Learn more at oklahoma.gov/ohca/workrequirements.

Post #2: Spanish Copy

Se vienen cambios importantes en SoonerCare (Medicaid) debido a una nueva ley federal.

A partir del 1 de enero, algunos miembros de SoonerCare deben cumplir con nuevos requisitos laborales para mantener su cobertura. 📅

Si Oklahoma Health Care Authority no pueda verificar si usted cumple el requisito ocalifica para una excepción, es posible que le soliciten más información. Es importante mantener su información actualizada y estar atento a cualquier notificación.

Para obtener más información en oklahoma.gov/ohca/workrequirements.

Post #3: English Copy

The image contains three orange informational cards. The first card, titled 'HOW TO PREPARE FOR WORK REQUIREMENTS IN OKLAHOMA', states that beginning January 1, some adult Medicaid members must report their work or community engagement activities to qualify for or keep their Medicaid coverage. It includes a large white arrow pointing right with the text 'HERE'S WHAT YOU CAN DO TO PREPARE'. The second card, titled 'UPDATE YOUR CONTACT INFORMATION', states that the Oklahoma Health Care Authority will contact members when they need to take action, and members should keep their address, phone number, and email up to date in their SoonerCare portal. It features icons for a house, a phone, and an email. The third card, titled 'PLAN FOR WORK REQUIREMENTS', states that if members will need to meet the work requirements to qualify or keep their coverage, they should start planning now. It also mentions that members can find resources in their area for career support, education, and skills training and connections to employment.

New SoonerCare (Medicaid) work requirements begin January 1!

Here's what you should do right now:

- ✓ Update your information: Make sure your phone number, address and email are up to date at MySoonerCare.org.
- ✓ Watch your mail and email: Check your mail and email for letters from SoonerCare or the Oklahoma Health Care Authority with more instructions.
- ✓ Review resources: If you need help finding a job or enrolling in school, view resources on the Oklahoma Health Care Authority's website.

Learn more about work requirements at oklahoma.gov/ohca/workrequirements and share this information to spread the word!

Post #3: Spanish Copy

¡Los nuevos requisitos laborales de SoonerCare (Medicaid) comenzarán el 1 de enero!

Esto es lo que debe hacer ahora:

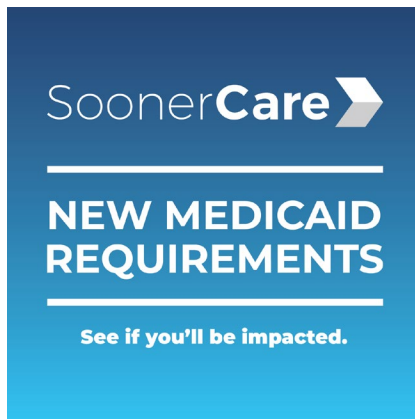
✓ Actualice su información: Asegúrese de que su número de teléfono, dirección y correo electrónico estén actualizados en MySoonerCare.org.

✓ Esté atento a su correo postal y correo electrónico: Revise ambos regularmente para verificar si ha recibido cartas de SoonerCare o de Oklahoma Health Care Authority con más instrucciones.

✓ Consulte los recursos: Si necesita ayuda para encontrar empleo o matricularse en un centro educativo, visite los recursos disponibles en la página web de Oklahoma Health Care Authority.

Obtenga más información sobre los requisitos laborales en oklahoma.gov/ohca/workrequirements ¡y comparta esta información para que corra la voz!

Post #4: English Copy



SoonerCare (Medicaid) rules are changing for some adults beginning January 1! 📢

You may need to meet work requirements to keep your coverage. Visit oklahoma.gov/ohca/workrequirements to learn if you'll be impacted and for more information about the new work requirements.

Post #4: Spanish Copy

¡A partir del 1 de enero de 2027, las normas de SoonerCare (Medicaid) cambiarán para algunos adultos! 📢

Es posible que deba cumplir con requisitos laborales para mantener su cobertura. Visite oklahoma.gov/ohca/workrequirements para saber si le afectará y para obtener más información sobre los nuevos requisitos laborales.

Creative Materials

Click the images below to download a high-resolution copy of each creative asset. Beginning on Sept. 1, printed copies of the work requirements poster will be available and can be ordered at no cost from the [OHCA publications ordering page](#).

Work Requirements Flyer

Front



Federal H.R. 1 Medicaid Changes



Who is Affected?

Applies to **expansion adults ages 19-64** who are not otherwise exempt. **Work requirements do not apply to:**

- Individuals entitled to or enrolled in Medicare
- Children 18 years old and younger
- Adults 65 years old or older
- Foster and former foster youth 25 and younger
- Pregnant and postpartum women
- Parents or caretakers of children 13 years old and younger
- Parents or caretakers of individuals with disabilities
- American Indian/Alaskan Native individuals
- Veterans with a disability rated total/100%
- Individuals with a health condition that makes it difficult to meet the work requirements
- Blind or disabled individuals
- Those with a substance use disorder or disabling mental disorder
- Individuals with a serious or complex medical condition
- Participants in a qualifying addiction or alcohol treatment program
- Individuals who meet TANF work requirements, or receive SNAP and are subject to SNAP work requirements
- Individuals currently incarcerated or incarcerated within the last 3 months



ADDRESS
4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES
[oklahoma.gov/ohca](#)
[mysoonercare.org](#)



PHONE
Admin: 405-522-7300
Helpline: 800-987-7767

Back



Federal H.R. 1 Medicaid Changes



Who is Affected? (Continued)

Members may request short-term exceptions. OHCA will provide additional information on the process to request one. The short-term hardship exceptions are:

- Individuals receiving inpatient hospital, nursing facility, ICF/IID, inpatient psychiatric, or other similar inpatient or outpatient services.
- Individuals who must travel outside their community for an extended period to receive necessary medical treatment for a serious or complex medical condition. This also applies when the individual's dependent must travel for such treatment.
- Individuals residing in a county where an emergency or disaster has been declared by the President. OHCA must obtain federal approval before this specific exception can be utilized.
- Individuals residing in a county that has an unemployment rate that is at or above the lesser of 8 percent or 15 times the national unemployment rate. OHCA must obtain federal approval before this specific exception can be utilized.



What is Required?

- Requires **80 hours per month** or **demonstration of minimum monthly income**. Hours can be through **employment, community service/work programs, and/or educational programs.**
- SoonerCare/Medicaid members are given **30 days to demonstrate compliance** after initial adverse determination.

View the screener and learn more at

[oklahoma.gov/ohca/workrequirements](#)



ADDRESS
4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES
[oklahoma.gov/ohca](#)
[mysoonercare.org](#)



PHONE
Admin: 405-522-7300
Helpline: 800-987-7767

Work Requirements Poster

English

IMPORTANT CHANGES TO

SoonerCare

WORK REQUIREMENTS START IN 2027

Starting in January 2027, there will be a change to SoonerCare. Some members ages 19-64 must work, go to school or help in their community to keep their health coverage.

WHAT YOU NEED TO DO NOW



Update Your Info

Make sure your phone number, address and email are up to date in your account.



Watch Your Mail

Check your mail for letters from SoonerCare or OHCA. You'll get a yellow letter if you need to do something to keep your coverage.



Review Resources

If you need help finding a job or enrolling in school, view resources on the Work Requirements page (see QR code below).

Some members may lose coverage if they are not working, enrolled in school or volunteering.



Does it affect you? To find out, review the Work Requirements page on OHCA's website. Go to oklahoma.gov/ohca/workrequirements or scan the QR code.



OKLAHOMA
Health Care Authority

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Spanish

CAMBIOS IMPORTANTES EN

SoonerCare

LOS REQUISITOS LABORALES ENTRARÁN EN VIGOR EN 2027

A partir de enero de 2027, habrá un cambio en SoonerCare. Algunos miembros entre 19 y 64 años deberán trabajar, estudiar o realizar servicios comunitarios para poder mantener su cobertura de salud.

LO QUE DEBE HACER AHORA



Actualice su información

Asegúrese de que su número de teléfono, dirección y correo electrónico estén actualizados en su cuenta.



Esté atento a su correo

Revise su correo para verificar si ha recibido alguna carta de SoonerCare o de OHCA. Recibirá una carta amarilla si tiene que hacer alguna gestión para mantener su cobertura.



Consulte los recursos disponibles

Si necesita ayuda para encontrar trabajo o para matricularse en un centro educativo, consulte los recursos disponibles en la página de Requisitos Laborales.

Es posible que algunos miembros pierdan la cubierta si no están trabajando, matriculados en un centro educativo o realizando trabajos voluntarios.



¿Le afecta esto directamente? Para averiguarlo, consulte los Requisitos Laborales en el sitio web de OHCA. Visite oklahoma.gov/ohca/workrequirements o escanee el código QR.



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