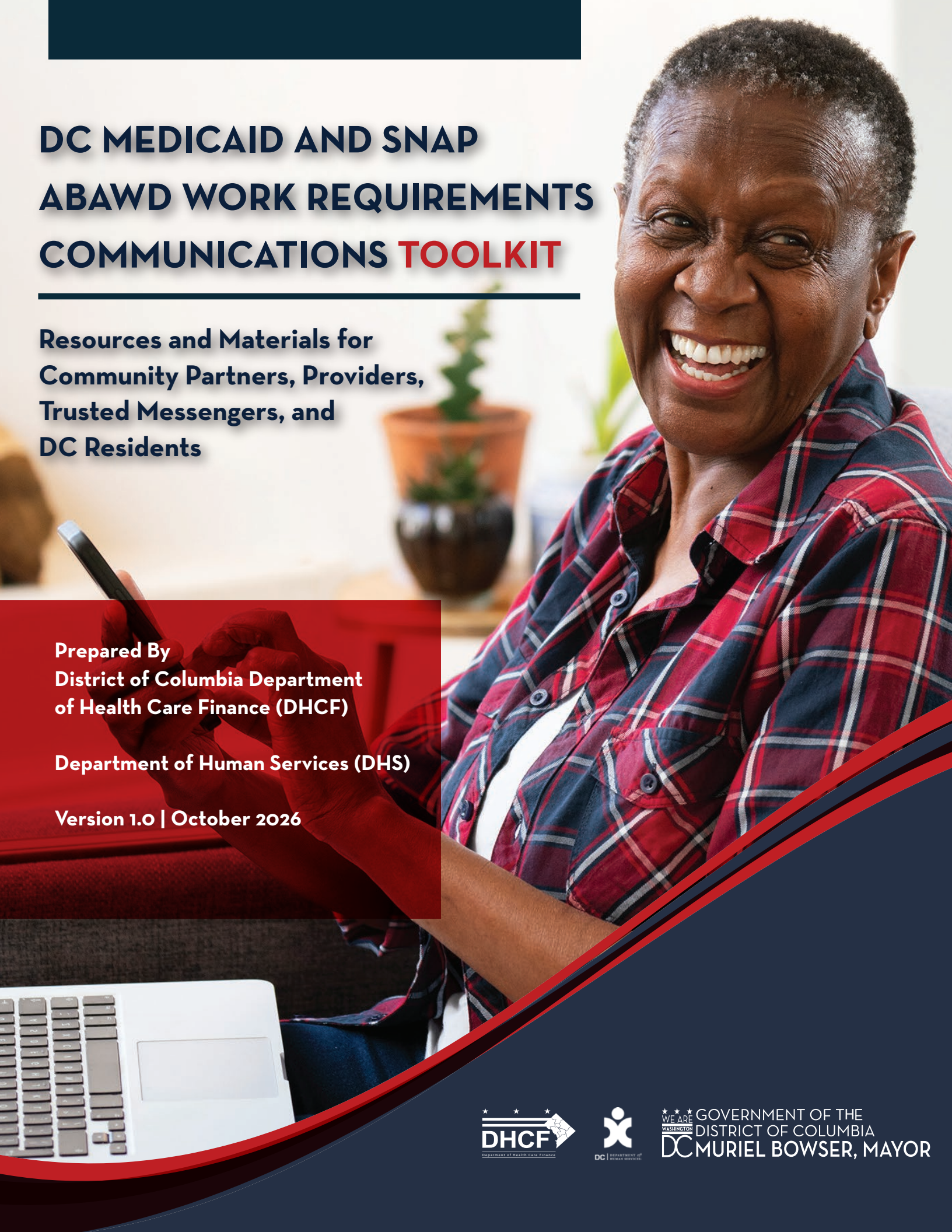
DC MEDICAID AND SNAP ABAWD WORK REQUIREMENTS COMMUNICATIONS TOOLKIT

Resources and Materials for Community Partners, Providers, Trusted Messengers, and DC Residents



Prepared By
District of Columbia Department of Health Care Finance (DHCF)

Department of Human Services (DHS)

Version 1.0 | October 2026

DHCF
Department of Health Care Finance

DC | Department of Human Services

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GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

TABLE OF CONTENTS

Message from DHCF and DHS 3

SECTION 1. THE DISTRICTWIDE OUTREACH CAMPAIGN

Key Terms and Definitions 4

SECTION 2. CORE MEDICAID & SNAP MATERIALS

SNAP And Medicaid Work Requirements Flyer 7

SECTION 3.1. CORE MEDICAID MATERIALS

Key Summary of New Eligibility Changes – Flyer 8
Key Summary of New Eligibility Changes – Brochure 9
Medicaid Recertification – Flyer 10
Medicaid Recertification – Palm Card 11
Noncitizen Eligibility Changes – Flyer 12
Noncitizen Eligibility Changes – Palm Card 13
Medicaid Retroactive Coverage – Flyer 14
Medicaid Retroactive Coverage – Palm Card 15
Coverage Options – Palm Card 16
Provider Quick Guide – Work Requirements & Renewals 17
Provider Quick Guide – Noncitizens Eligibility Changes 18
Provider Quick Guide – Coverage Transitions & Retroactive Coverage 19
Palm Card Roadmap 20

SECTION 3.2. TEMPLATED MESSAGING FOR COMMUNICATION CHANNELS

SMS Messaging Templates 21
Email Communication Templates 22
Organic Social Media Content 23

SECTION 4. CORE SNAP MATERIALS

Provider Quick Reference Guide 24
SNAP Work Requirements – Flyer 32
Who Needs to Meet the New SNAP Work Requirements – Trilingual Poster 33
SNAP Work Requirements Exemption Cases – Poster 34
SNAP Work Requirements Reminders – Newsletter Blurbs 35
SNAP Work Requirements Exemption Cases – Palm Card 36
SNAP Work Requirements – Social Media Templates 37
SNAP Work Requirements – Robocalls 38
SNAP Work Requirements – Push Notifications 39

MESSAGE FROM DHCF AND DHS

The Government of the District of Columbia and its Department of Health Care Finance (DHCF) and Department of Human Services (DHS) are committed to helping residents understand and prepare for upcoming changes to Medicaid and to Supplemental Nutrition Assistance Program (SNAP) work requirement rules resulting from recent federal and District policy changes.

Over the coming months, some residents may experience changes related to Medicaid eligibility, SNAP and Medicaid work requirements, and renewal timelines. These changes may affect people differently depending on their age, family situation, health status, immigration status, and program participation.

To help residents stay informed and maintain access to important benefits, the District is launching a coordinated education and outreach effort across DC. This Communications Toolkit was developed to support community-based organizations, providers, advocates, managed care organizations, faith-based organizations, government agencies, and other trusted partners to share accurate and consistent information.

We encourage all partners to use these materials to help residents understand:

- What is changing
- Whether the changes affect them
- What actions they may need to take
- Where they can get help



Working together, we can help District residents stay informed, take action when needed, and stay connected to critical health and human services programs.

WHAT'S INCLUDED

The toolkit contains ready-to-use communications materials that partners can customize and distribute, including flyers and palm cards, social media graphics and posts, email templates, and more! These resources may be used in newsletters, websites, social media, community outreach activities, and other beneficiary engagement efforts.

Partners are encouraged to co-brand materials with their organization logo whenever appropriate and to regularly check for updated versions as federal and District guidance evolves.

SECTION 1. THE DISTRICTWIDE OUTREACH CAMPAIGN

Key Terms and Definitions

Recent Federal Changes to Eligibility: Changes to standards for Medicaid health coverage and SNAP work requirements made in recent federal legislation (The One Big Beautiful Bill Act), described below.

Key Categories of Changes

Work Requirements: New reporting standards for Medicaid beneficiaries who are childless adults aged 19-64 or SNAP recipients aged 18-64 who are Able-Bodied Adults Without Dependents (ABAWD) that require you to provide proof that you are working, attending school, volunteering, participating in workfare, or that you qualify for an exemption.

Noncitizen Eligibility Changes: A new federal law called the 'One Big Beautiful Bill Act' (OB3) changed some Medicaid rules regarding noncitizen eligibility which will apply to the District of Columbia. Starting October 1, 2026, new federal rules will limit Medicaid eligibility to specific immigrant groups.

Retroactive Coverage: Medicaid's ability to cover health services provided in the months before your eligibility was active. Recent changes restrict retroactive coverage to 1 month for some Medicaid recipients and 2 months for others.

6 Month Recertification Changes Medicaid beneficiaries who are childless adults aged 19-64 will have to recertify their eligibility information qualifying them for coverage every six months because of recent federal changes. Previously, they were required to recertify once a year. As of June 1, 2026, when SNAP households with a non-exempt individual apply and/or recertify, they will be given 6 month certification periods.

Key Work Requirements Terms

SNAP Work Requirements: SNAP is the Supplemental Nutrition Assistance Program, commonly known as food stamps or food assistance. New ABAWD work requirement reporting will affect those aged 18-64 who do not meet one of the exemptions found at *workrequirements.dc.gov/snap*

Medicaid Work Requirements: DC Medicaid is a healthcare program that pays for medical services for people who qualify through income or health condition. Work requirement reporting will affect those aged 19-64 who are childless adults and do not meet one of the exemptions found at *workrequirements.dc.gov/medicaid*

ABAWD (Able-Bodied Adults Without Dependents): A federal SNAP term used to describe certain adults aged 18-64 who do not have dependent children living with them and may be subject to SNAP work requirements.

Childless Adults: A Medicaid policy term used to describe adults who do not have dependent children 13 and under living in their household. Under recent federal changes, some childless adults aged 19-64 may be subject to Medicaid work requirements and 6-month renewals.

Work: One way to meet work requirements is by having a job and working at least 80 hours a month. This could be paid or unpaid work and would be demonstrated through items like pay stubs, W-2 forms, 1099 forms, etc. Another way is to earn at least $580 a month for Medicaid. SNAP recipients must earn at least $217.50 a week, or $870 a month.

Community Service: Volunteering your time to help your community also satisfies work requirements. This work is usually unpaid and often done with community groups. Showing your participation in these programs counts for reporting work requirements in Medicaid and in SNAP. To meet Medicaid work requirements, you can do unpaid work for at least 80 hours. If you receive SNAP, you can volunteer through the SNAP Volunteer Program (workfare) for a smaller number of hours to meet work requirements.

Good Cause: Good cause is a valid, real-life reason why a SNAP recipient who is not exempt from the ABAWD work requirements was not able to meet their work requirement. If someone can show good cause for not meeting the current or prior month's work requirement, they won't be penalized for missing that period of work or training.

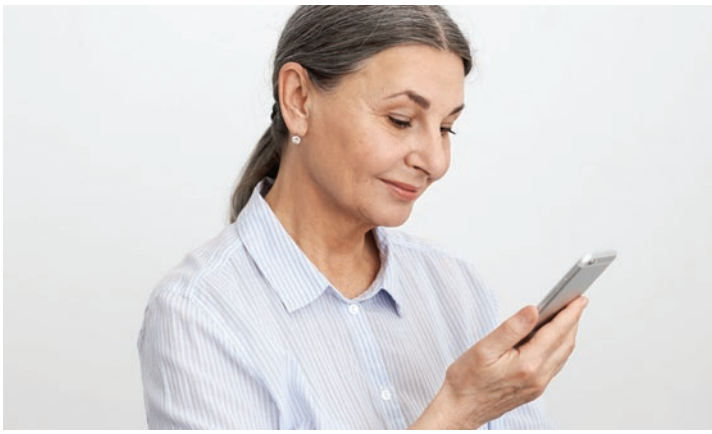
Work Program: Another option to meet work requirements is to participate in a program that helps you find a job or learn job skills. Showing your participation in these programs counts toward meeting work requirements for Medicaid and SNAP. Examples of these programs include SNAP Employment & Training, programs offered through the DC Department of Employment Services, and others.

Educational Program: Going to school, college, or technical training at least half-time counts for your work reporting requirements. Half-time means you're enrolled in enough classes to be considered a half-time student – usually about 6 credits.

Exemptions: Some people do not have to report work requirements to get or keep Medicaid or SNAP. For Medicaid, you may not have to work or report if you have a serious health condition, a disability, a serious mental health condition, you need inpatient care, or are in treatment for a problem with drugs or alcohol. You also don't have to report if you're caring for a young child or disabled family member, if you were in foster care and are under age 26, or you're American Indian or Alaska Native.

You may be exempt from SNAP ABAWD work requirements if, for example, you live with a child under 14, have a physical or mental health condition that makes it hard to work, receive disability-related benefits, or meet another exemption.

Full lists of exemptions for SNAP and Medicaid are available at workrequirements.dc.gov.



DISTRICTWIDE OUTREACH CAMPAIGN

This toolkit is part of a coordinated Districtwide education and outreach campaign designed to help residents. The toolkit supports a broader District communications effort that includes:

- Paid advertising across digital, social media, radio, transit, and other media
- Community workshops, presentations, and outreach events
- Printed and digital educational resources
- Partnerships with community organizations, providers, managed care organizations, advocates, faith-based organizations, and other trusted messengers

Together, these efforts are designed to ensure residents receive timely, accurate, and accessible information.

HOW PARTNERS CAN HELP

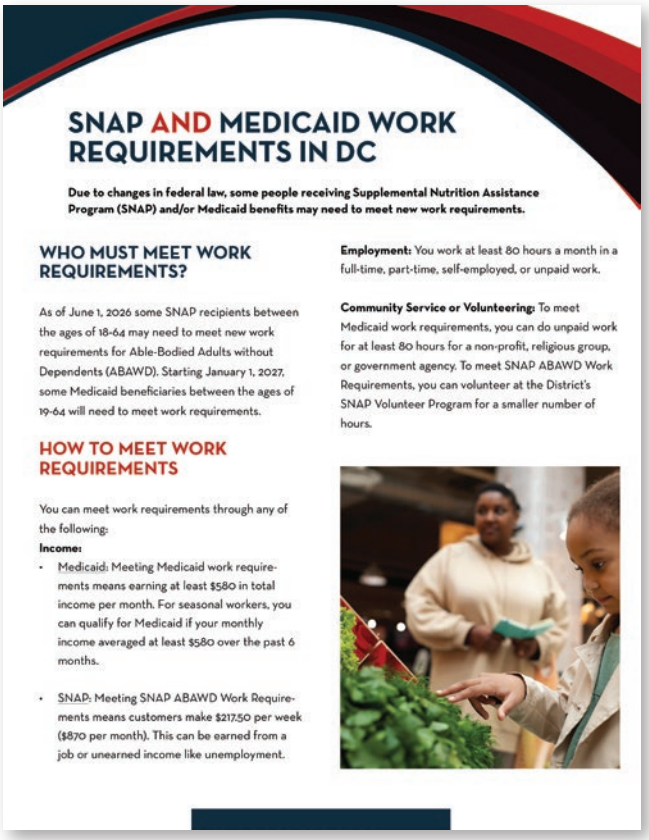
Trusted community partners are essential to helping District residents understand upcoming changes to Medicaid and SNAP programs. By sharing campaign materials, encouraging beneficiaries to take action, and connecting individuals to trusted resources, partners can help residents stay informed, complete required steps, and maintain their benefits.

Together, we can help residents understand what changes apply to them, take action when needed, and stay connected to important Medicaid and SNAP programs.



SECTION 2. CORE MEDICAID & SNAP MATERIALS

SNAP And Medicaid Work Requirements Flyer



SNAP AND MEDICAID WORK REQUIREMENTS IN DC

Due to changes in federal law, some people receiving Supplemental Nutrition Assistance Program (SNAP) and/or Medicaid benefits may need to meet new work requirements.

WHO MUST MEET WORK REQUIREMENTS?

As of June 1, 2026 some SNAP recipients between the ages of 18-64 may need to meet new work requirements for Able-Bodied Adults without Dependents (ABAWD). Starting January 1, 2027, some Medicaid beneficiaries between the ages of 19-64 will need to meet work requirements.

HOW TO MEET WORK REQUIREMENTS

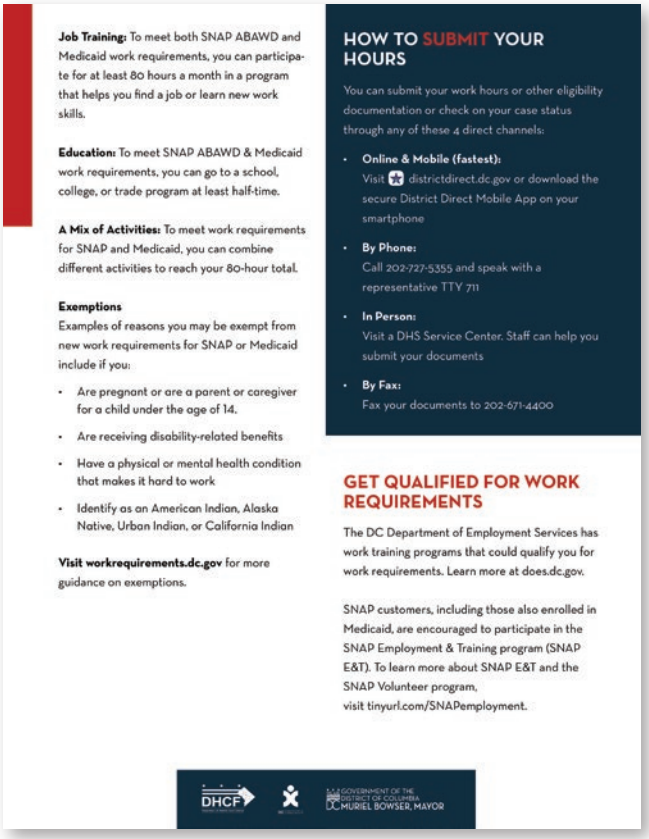
You can meet work requirements through any of the following:

Income:

- Medicaid: Meeting Medicaid work requirements means earning at least $580 in total income per month. For seasonal workers, you can qualify for Medicaid if your monthly income averaged at least $580 over the past 6 months.
- SNAP: Meeting SNAP ABAWD Work Requirements means customers make $217.50 per week ($870 per month). This can be earned from a job or unearned income like unemployment.

Employment: You work at least 80 hours a month in a full-time, part-time, self-employed, or unpaid work.

Community Service or Volunteering: To meet Medicaid work requirements, you can do unpaid work for at least 80 hours for a non-profit, religious group, or government agency. To meet SNAP ABAWD Work Requirements, you can volunteer at the District's SNAP Volunteer Program for a smaller number of hours.



Job Training: To meet both SNAP ABAWD and Medicaid work requirements, you can participate for at least 80 hours a month in a program that helps you find a job or learn new work skills.

Education: To meet SNAP ABAWD & Medicaid work requirements, you can go to a school, college, or trade program at least half-time.

A Mix of Activities: To meet work requirements for SNAP and Medicaid, you can combine different activities to reach your 80-hour total.

Exemptions

Examples of reasons you may be exempt from new work requirements for SNAP or Medicaid include if you:

- Are pregnant or are a parent or caregiver for a child under the age of 14.
- Are receiving disability-related benefits
- Have a physical or mental health condition that makes it hard to work
- Identify as an American Indian, Alaska Native, Urban Indian, or California Indian

Visit workrequirements.dc.gov for more guidance on exemptions.

HOW TO SUBMIT YOUR HOURS

You can submit your work hours or other eligibility documentation or check on your case status through any of these 4 direct channels:

- **Online & Mobile (fastest):** Visit districtdirect.dc.gov or download the secure District Direct Mobile App on your smartphone
- **By Phone:** Call 202-727-5355 and speak with a representative TTY 711
- **In Person:** Visit a DHS Service Center. Staff can help you submit your documents
- **By Fax:** Fax your documents to 202-671-4400

GET QUALIFIED FOR WORK REQUIREMENTS

The DC Department of Employment Services has work training programs that could qualify you for work requirements. Learn more at does.dc.gov.

SNAP customers, including those also enrolled in Medicaid, are encouraged to participate in the SNAP Employment & Training program (SNAP E&T). To learn more about SNAP E&T and the SNAP Volunteer program, visit tinyurl.com/SNAPemployment.

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SECTION 3.1. CORE MEDICAID MATERIALS

Key Summary of New Eligibility Changes – Flyer





Key Summary of New Eligibility Changes – Brochure



Losing Medicaid does not always mean losing access to health coverage.

You may still qualify for other health coverage options depending on your age, income, family situation, immigration status, and other factors.

OTHER COVERAGE OPTIONS MAY INCLUDE

- **DC HEALTH LINK.**

DC Health Link can help people find, compare, and enroll in health coverage that meets their needs and budget. Find them at (855) 532-5465 or dchealthlink.com.

Help Understanding Your Options

If you receive a notice that your Medicaid coverage is ending, do not ignore it. Review the notice carefully and contact the District as soon as possible to learn about available coverage options.

For more information, use any of our direct access channels:

ONLINE & MOBILE (FASTEST): Log in to your personal profile dashboard at districtdirect.dc.gov or download the secure District Direct Mobile App on your smartphone.

BY PHONE: Call the Public Benefits Center at **(202) 727-5355** to speak with a processing representative; TTY 711.

IN PERSON: Visit a DHS Service Center to have an agency specialist scan your original pay stubs, exemption documents, or status papers.

BY FAX: Send clear photocopies of your verification documents to **(202) 671-4400.**

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WHAT'S CHANGING?

Recent federal and District policy changes may affect Medicaid eligibility, renewals, and reporting requirements for some residents.

1- Work Requirements
Beginning January 1, 2027, some adults may need to work, volunteer, attend school, or participate in other approved activities to keep their Medicaid coverage. Many people may qualify for an exemption.

2- More Frequent Renewals
Beginning January 1, 2027, some adults may need to renew their Medicaid coverage every 6 months and provide information about work activities or exemptions.

3- Changes for Some Non-Citizens
Beginning October 1, 2026, federal Medicaid eligibility rules will change for some non-citizens. Certain immigration categories may no longer qualify for full Medicaid coverage.

Important: Not every change applies to every person. Your age, family situation, health status, immigration status, and current benefits may affect whether these changes apply to you.

WHAT TO DO:

• STAY CONNECTED
Keep your address, phone number, and email address up to date.

• STAY INFORMED
Check your mail, email, and text messages for important notices and deadlines from the District.

• STAY ELIGIBLE
Some adults may need to meet new work and reporting requirements beginning in 2027. Many people may qualify for an exemption.

WHAT RULES APPLY TO ME?

You must show proof of compliance if you

- Are in a childless adult category (between ages 19-64 with no dependent children).

You comply already if you

- Have a physical health condition, disability, or mental health condition that makes it difficult to work
- Are receiving treatment for a substance use disorder
- Attend school at least half-time
- Already meet work requirements through SNAP

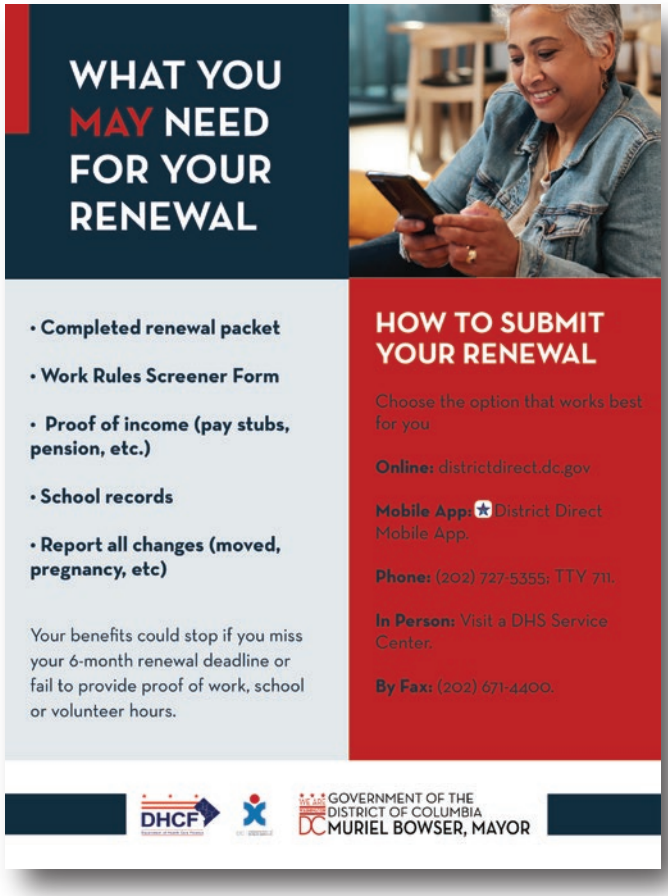
You are exempt if you

- Are under age 19 or age 65 or older
- Are pregnant or had a pregnancy end in the past 12 months.
- Care for a child or family member who needs your help because of a disability or a health condition

If you are not sure whether the new requirements apply to you, visit **workrequirements.dc.gov** or call **(202) 727-5355** for assistance.

Medicaid Recertification – Flyer





Medicaid Recertification – Palm Card



YOU MAY NEED TO RENEW YOUR MEDICAID EVERY 6 MONTHS

Starting January 1, 2027, DC Medicaid is introducing new rules for certain members. You may be required to renew your health coverage every 6 months instead of once a year.

When it is your turn to renew, you must provide proof that you are working, attending school, in a work program, or volunteering to keep your Medicaid active.

DON'T MISS YOUR DEADLINE!

Your Medicaid coverage could end if you miss your 6-month renewal deadline or fail to submit your required documents.

When it is time to renew, you may need to send in documents such as:

- Pay stubs or pension letters to prove your income
- School or training records
- Your completed work rules screener form

FOR MORE INFORMATION, CONTACT US:

Online: districtdirect.dc.gov.

Phone App: District Direct Mobile App.

Call: (202) 727-5355; TTY 711.

In Person: Visit your nearest local DHS Service Center.

Fax: (202) 671-4400.

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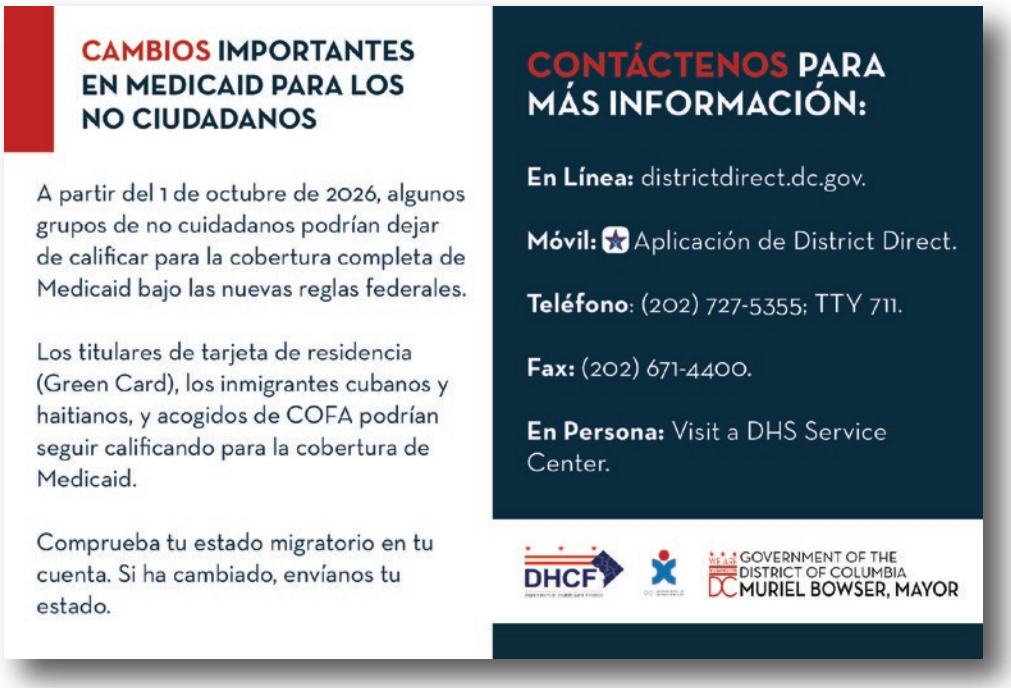
Noncitizen Eligibility Changes – Flyer





Noncitizen Eligibility Changes – Palm Card





Medicaid Retroactive Coverage – Flyer



MEDICAID WILL COVER FEWER PAST MEDICAL BILLS STARTING IN 2027

Starting January 1, 2027, Medicaid will only cover medical bills from 1 month before you apply if you are a childless adult, or up to 2 months for parents and children.

WHAT IS CHANGING?

Currently, Medicaid may be able to help pay for covered medical bills you received up to 3 months before you applied.

Starting January 1, 2027, this timeline is shrinking:

- **Childless Adult:** Medicaid will only cover medical bills from 1 month before your application date.
- **Parents, Children, Medicare Recipients, LTC groups:** Medicaid will cover medical bills from up to **2 months** before your application date.

WHAT DOES THIS MEAN FOR YOU?

Apply as soon as possible.
If you wait too long to apply for Medicaid, some older medical bills may not be covered.

Do not wait until bills pile up or become overdue.

If you think you may qualify for Medicaid, apply right away.

CONTACT US FOR MORE INFORMATION:

Computer: districtdirect.dc.gov.
Phone App: ★ Use the District Direct Mobile App.
Call: (202) 727-5355; TTY 711.
In Person: Visit a local DHS Service Center.
Fax: (202) 671-4400.

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ATTENTION DC CARE PROVIDERS & FACILITIES

Starting **January 1, 2027**, the Department of Health Care Finance (DHCF) will reduce the standard 3-month retroactive eligibility window to 1 or 2 months for non-exempt adult populations.

CLINICAL & OPERATIONAL IMPACT

- **Reimbursement Gaps:** A compressed retroactive window limits your facility's ability to claim backdated fee-for-service or managed care payments for uncertified months.

- **System Monitoring:** The District is also increasing the strictness of duplicate and deceased tracking. Facilities must report changes in resident placement or vitals immediately to prevent processing holds.

PROVIDER ACTION STEPS

To mitigate provider shortfalls and secure uninterrupted facility coverage, intake and billing teams must adopt these protocols:

1- Initiate Early Renewals: Utilize electronic data lookups via the provider portal to check verification statuses 90 days before expiration. Do not let a resident's certification window lapse.

2- Accelerate Documentation: Ensure all financial holdings, asset verifications (AVS), and medical necessity document sheets are completed and uploaded instantly at initial admission.

Contact us for technical billing support, case status tracking, and provider portal assistance:

Provider Web Portal (Eligibility Checks): Log in to the electronic verification portal at www.dc-medicaid.com.

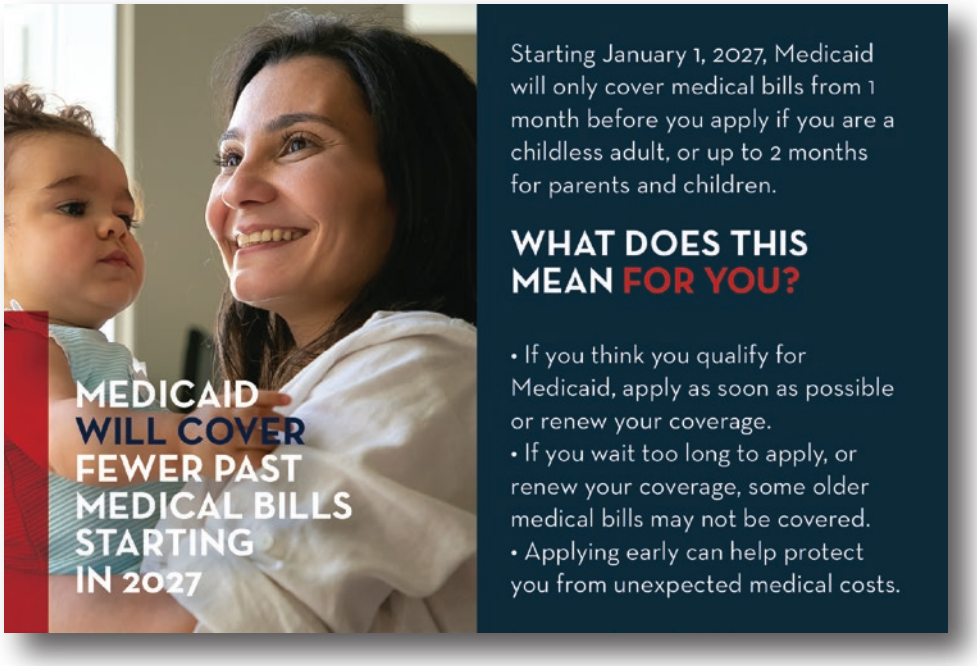
Provider Inquiry Line: Call the DHCF Provider Services Hotline at **(202) 906-8319** or the Medicaid Enterprise Support Helpdesk.

Policy & Escalations Contact: For formal LTC policy inquiries, contact the DHCF Division of Long-Term Care directly.

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Medicaid Retroactive Coverage – Palm Card



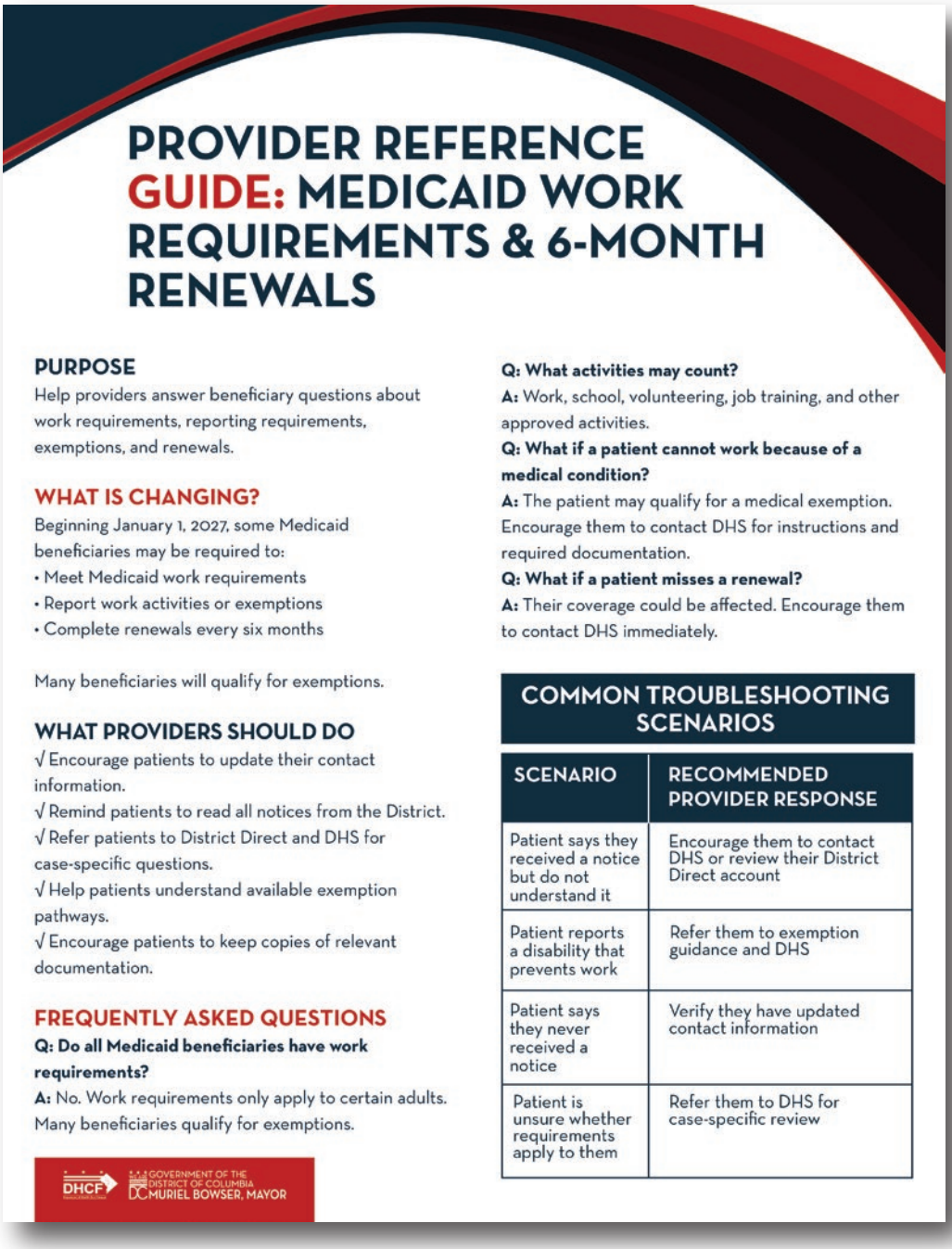


Coverage Options – Palm Card





Provider Quick Guide – Work Requirements & Renewals



PROVIDER REFERENCE GUIDE: MEDICAID WORK REQUIREMENTS & 6-MONTH RENEWALS

PURPOSE

Help providers answer beneficiary questions about work requirements, reporting requirements, exemptions, and renewals.

WHAT IS CHANGING?

Beginning January 1, 2027, some Medicaid beneficiaries may be required to:

- Meet Medicaid work requirements
- Report work activities or exemptions
- Complete renewals every six months

Many beneficiaries will qualify for exemptions.

WHAT PROVIDERS SHOULD DO

√ Encourage patients to update their contact information.
√ Remind patients to read all notices from the District.
√ Refer patients to District Direct and DHS for case-specific questions.
√ Help patients understand available exemption pathways.
√ Encourage patients to keep copies of relevant documentation.

FREQUENTLY ASKED QUESTIONS

Q: Do all Medicaid beneficiaries have work requirements?
A: No. Work requirements only apply to certain adults. Many beneficiaries qualify for exemptions.

Q: What activities may count?
A: Work, school, volunteering, job training, and other approved activities.

Q: What if a patient cannot work because of a medical condition?
A: The patient may qualify for a medical exemption. Encourage them to contact DHS for instructions and required documentation.

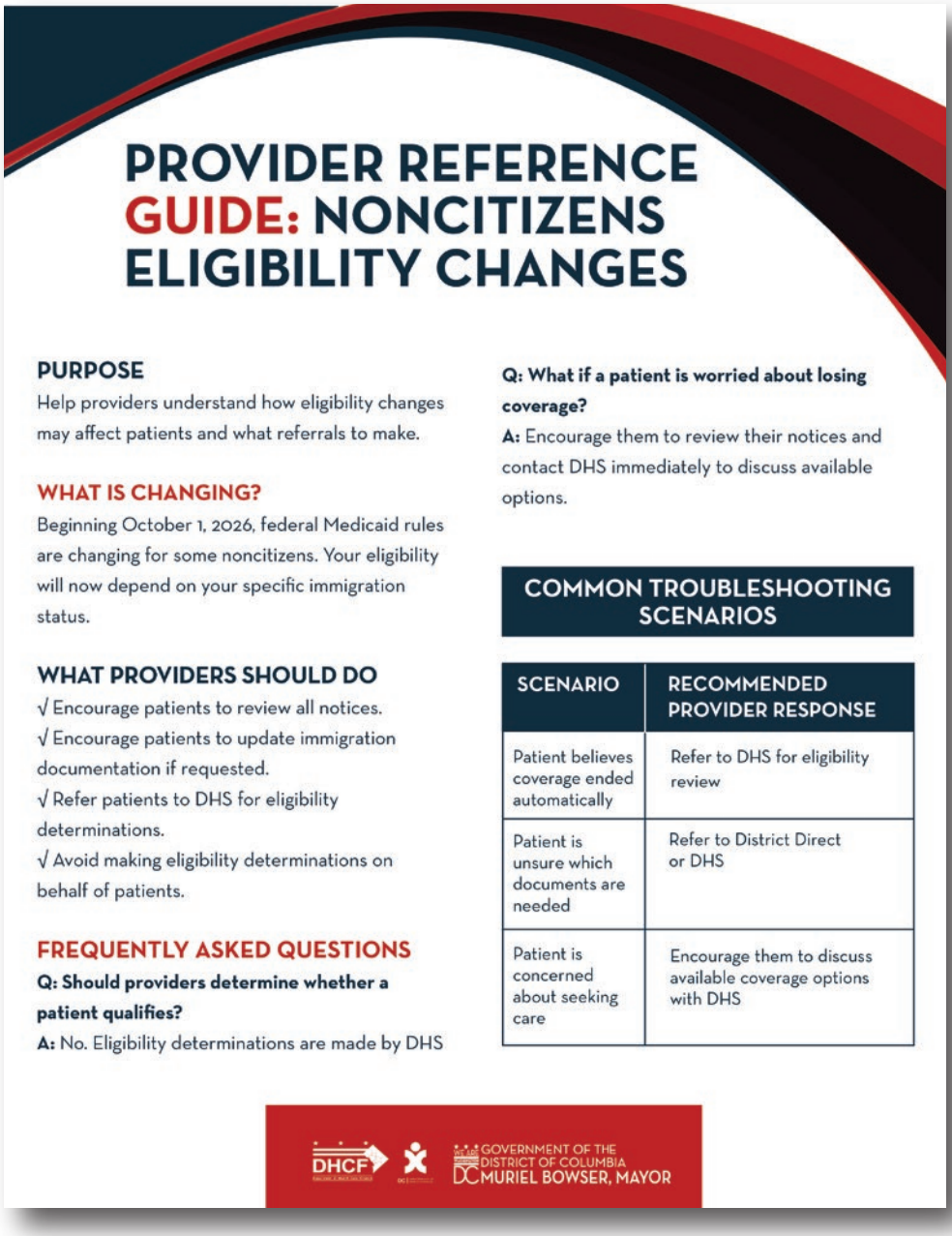
Q: What if a patient misses a renewal?
A: Their coverage could be affected. Encourage them to contact DHS immediately.

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COMMON TROUBLESHOOTING SCENARIOS

SCENARIO	RECOMMENDED PROVIDER RESPONSE
Patient says they received a notice but do not understand it	Encourage them to contact DHS or review their District Direct account
Patient reports a disability that prevents work	Refer them to exemption guidance and DHS
Patient says they never received a notice	Verify they have updated contact information
Patient is unsure whether requirements apply to them	Refer them to DHS for case-specific review

Provider Quick Guide – Noncitizens Eligibility Changes



PROVIDER REFERENCE GUIDE: NONCITIZENS ELIGIBILITY CHANGES

PURPOSE

Help providers understand how eligibility changes may affect patients and what referrals to make.

WHAT IS CHANGING?

Beginning October 1, 2026, federal Medicaid rules are changing for some noncitizens. Your eligibility will now depend on your specific immigration status.

WHAT PROVIDERS SHOULD DO

√ Encourage patients to review all notices.
√ Encourage patients to update immigration documentation if requested.
√ Refer patients to DHS for eligibility determinations.
√ Avoid making eligibility determinations on behalf of patients.

FREQUENTLY ASKED QUESTIONS

Q: Should providers determine whether a patient qualifies?
A: No. Eligibility determinations are made by DHS

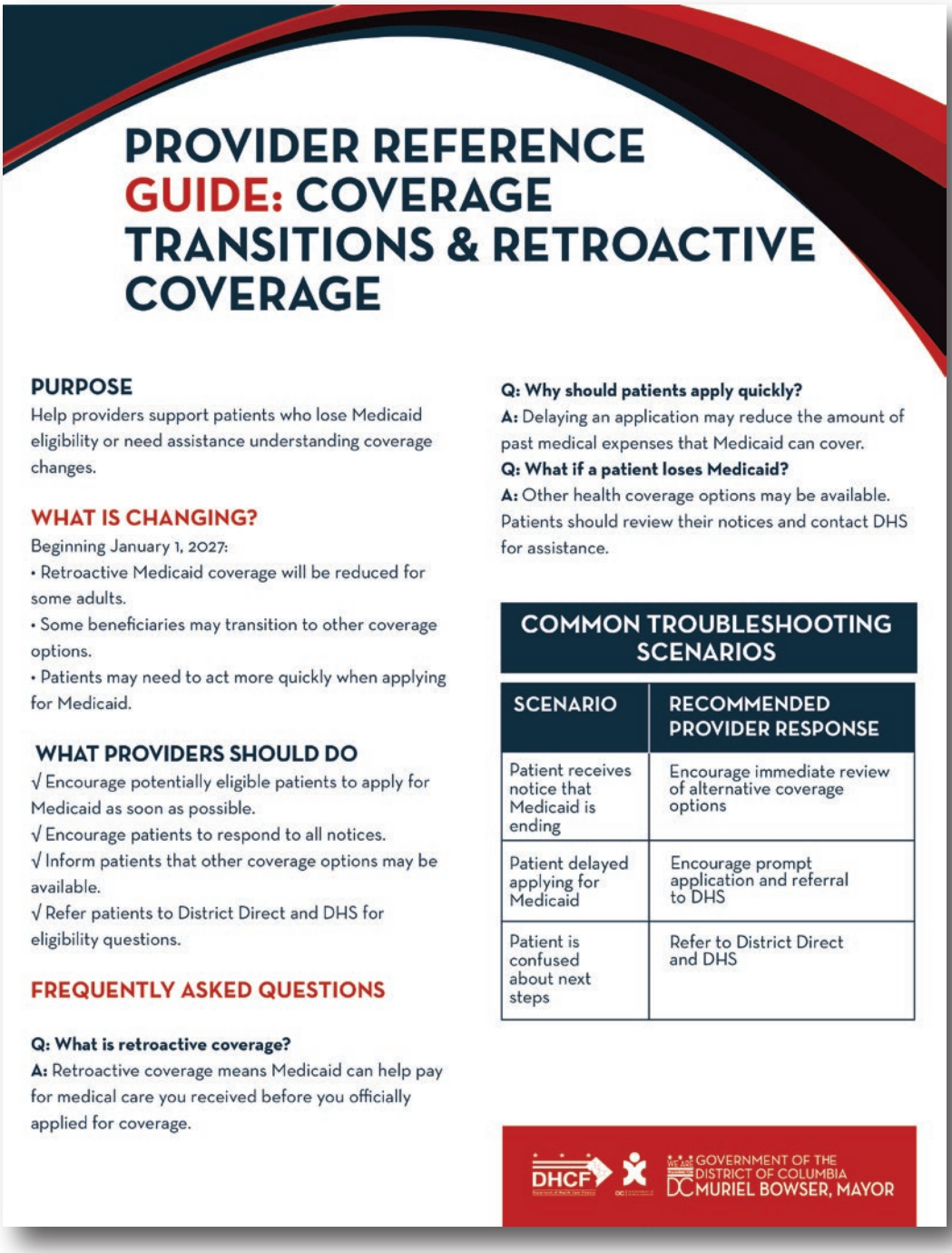
Q: What if a patient is worried about losing coverage?
A: Encourage them to review their notices and contact DHS immediately to discuss available options.

COMMON TROUBLESHOOTING SCENARIOS

SCENARIO	RECOMMENDED PROVIDER RESPONSE
Patient believes coverage ended automatically	Refer to DHS for eligibility review
Patient is unsure which documents are needed	Refer to District Direct or DHS
Patient is concerned about seeking care	Encourage them to discuss available coverage options with DHS

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Provider Quick Guide – Coverage Transitions & Retroactive Coverage



PROVIDER REFERENCE GUIDE: COVERAGE TRANSITIONS & RETROACTIVE COVERAGE

PURPOSE

Help providers support patients who lose Medicaid eligibility or need assistance understanding coverage changes.

WHAT IS CHANGING?

Beginning January 1, 2027:

- Retroactive Medicaid coverage will be reduced for some adults.
- Some beneficiaries may transition to other coverage options.
- Patients may need to act more quickly when applying for Medicaid.

WHAT PROVIDERS SHOULD DO

√ Encourage potentially eligible patients to apply for Medicaid as soon as possible.
√ Encourage patients to respond to all notices.
√ Inform patients that other coverage options may be available.
√ Refer patients to District Direct and DHS for eligibility questions.

FREQUENTLY ASKED QUESTIONS

Q: What is retroactive coverage?
A: Retroactive coverage means Medicaid can help pay for medical care you received before you officially applied for coverage.

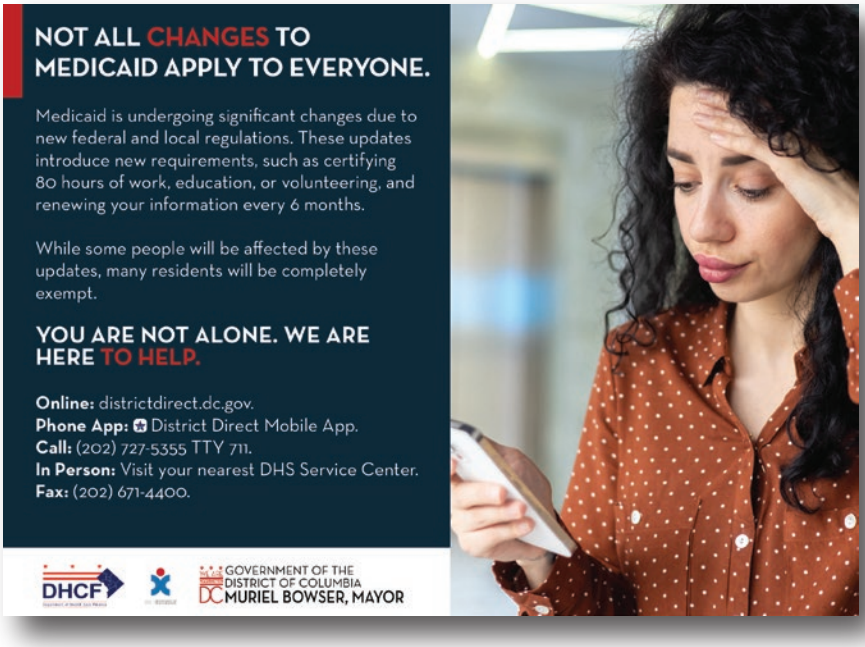
Q: Why should patients apply quickly?
A: Delaying an application may reduce the amount of past medical expenses that Medicaid can cover.
Q: What if a patient loses Medicaid?
A: Other health coverage options may be available. Patients should review their notices and contact DHS for assistance.

COMMON TROUBLESHOOTING SCENARIOS

SCENARIO	RECOMMENDED PROVIDER RESPONSE
Patient receives notice that Medicaid is ending	Encourage immediate review of alternative coverage options
Patient delayed applying for Medicaid	Encourage prompt application and referral to DHS
Patient is confused about next steps	Refer to District Direct and DHS

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Palm Card Roadmap





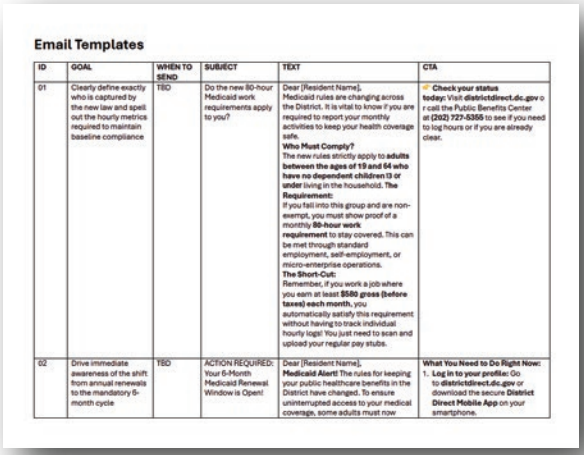
SECTION 3.2. TEMPLATED MESSAGING FOR COMMUNICATION CHANNELS

SMS Messaging Templates

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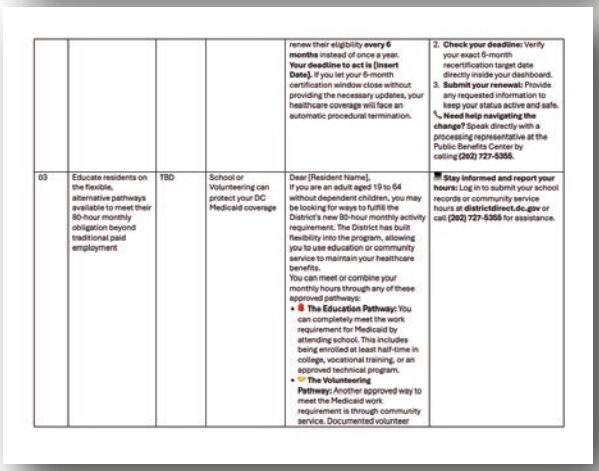
ID	Theme	Text
	Changes – 80-hr Work Requirement	Medicaid rules are changing! Some adults must show monthly 80-hour work requirement to stay covered. Visit workrequirements.dc.gov or call (202) 727-5355.
	Changes – Education	You can meet the work requirement for Medicaid by attending school. Stay informed by visiting workrequirements.dc.gov or call (202) 727-5355.
	Changes – Volunteering	Another way to meet the Medicaid work requirement is through community service. Stay informed by visiting workrequirements.dc.gov or call (202) 727-5355.
	Medical Exemption	You may be exempt from the Medicaid work requirement if you have a physical or mental disability. Stay informed by visiting workrequirements.dc.gov.
	Work Requirement - Who must comply	Adults between the ages of 19 and 64 with no dependent children must meet the Medicaid work requirement. Stay informed by visiting workrequirements.dc.gov.
	Changes – 6 months Requirement	Medicaid Alert! Some adults must now renew every 6 months to keep healthcare. Check your deadline at workrequirements.dc.gov or call (202) 727-5355.
	Changes – Green Card holders	Green Card holders must verify their immigration status by October 1, 2026, to continue receiving Medicaid coverage. Visit the District Direct app now.

Email Communication Templates

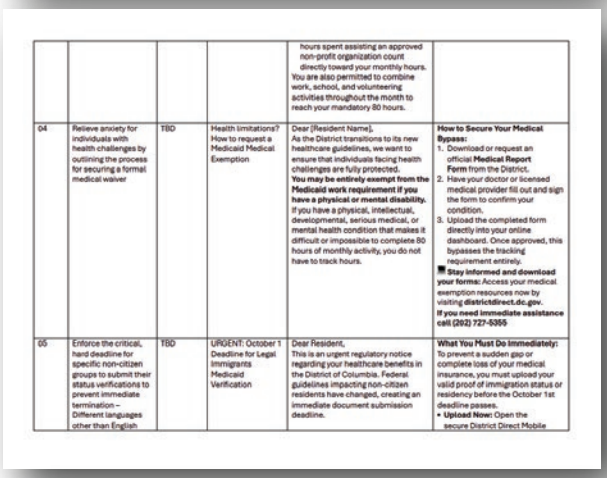


Email Templates

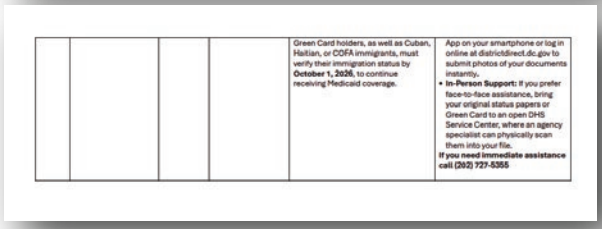
ID	GOAL	WHEN TO SEND	SUBJECT	TEXT	CTA
01	Clearly define exactly who is captured by the new law and spell out the hourly metrics required to maintain baseline compliance	TBD	Do the new 80-hour Medicaid work requirements apply to you?	Dear [Resident Name], Medicaid rules are changing across the District. It is vital to know if you are required to report your monthly activities to keep your health coverage safe. **Who Must Comply?** The new rules strictly apply to **adults between the ages of 19 and 64 who have no dependent children 13 or under** living in the household. **The Requirement:** If you fall into this group and are non-exempt, you must show proof of a monthly **80-hour work requirement** to stay covered. This can be met through standard employment, self-employment, or micro-enterprise operations. **The Short-Cut:** Remember, if you work a job where you earn at least **$580 gross (before taxes) each month**, you automatically satisfy this requirement without having to track individual hourly logs! You just need to scan and upload your regular pay stubs.	**Check your status today:** Visit **districtdirect.dc.gov** o r call the Public Benefits Center at **(202) 727-5355** to see if you need to log hours or if you are already clear.
02	Drive immediate awareness of the shift from annual renewals to the mandatory 6-month cycle	TBD	ACTION REQUIRED: Your 6-Month Medicaid Renewal Window is Open!	Dear [Resident Name], **Medicaid Alert!** The rules for keeping your public healthcare benefits in the District have changed. To ensure uninterrupted access to your medical coverage, some adults must now	**What You Need to Do Right Now:** 1. **Log in to your profile:** Go to **districtdirect.dc.gov** or download the secure **District Direct Mobile App** on your smartphone.



				renew their eligibility **every 6 months** instead of once a year. **Your deadline to act is [Insert Date].** If you let your 6-month certification window close without providing the necessary updates, your healthcare coverage will face an automatic procedural termination.	2. **Check your deadline:** Verify your exact 6-month recertification target date directly inside your dashboard. 3. **Submit your renewal:** Provide any requested information to keep your status active and safe. **Need help navigating the change?** Speak directly with a processing representative at the Public Benefits Center by calling **(202) 727-5355.**
03	Educate residents on the flexible, alternative pathways available to meet their 80-hour monthly obligation beyond traditional paid employment	TBD	School or Volunteering can protect your DC Medicaid coverage	Dear [Resident Name], If you are an adult aged 19 to 64 without dependent children, you may be looking for ways to fulfill the District's new 80-hour monthly activity requirement. The District has built flexibility into the program, allowing you to use education or community service to maintain your healthcare benefits. You can meet or combine your monthly hours through any of these approved pathways: • **The Education Pathway:** You can completely meet the work requirement for Medicaid by attending school. This includes being enrolled at least half-time in college, vocational training, or an approved technical program. • **The Volunteering Pathway:** Another approved way to meet the Medicaid work requirement is through community service. Documented volunteer	**Stay informed and report your hours:** Log in to submit your school records or community service hours at **districtdirect.dc.gov** or call **(202) 727-5355** for assistance.



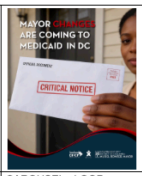
				hours spent assisting an approved non-profit organization count directly toward your monthly hours. You are also permitted to combine work, school, and volunteering activities throughout the month to reach your mandatory 80 hours.	
04	Relieve anxiety for individuals with health challenges by outlining the process for securing a formal medical waiver	TBD	Health limitations? How to request a Medicaid Medical Exemption	Dear [Resident Name], As the District transitions to its new healthcare guidelines, we want to ensure that individuals facing health challenges are fully protected. **You may be entirely exempt from the Medicaid work requirement if you have a physical or mental disability.** If you have a physical, intellectual, developmental, serious medical, or mental health condition that makes it difficult or impossible to complete 80 hours of monthly activity, you do not have to track hours.	**How to Secure Your Medical Bypass:** 1. Download or request an official **Medical Report Form** from the District. 2. Have your doctor or licensed medical provider fill out and sign the form to confirm your condition. 3. Upload the completed form directly into your online dashboard. Once approved, this bypasses the tracking requirement entirely. **Stay informed and download your forms:** Access your medical exemption resources now by visiting **districtdirect.dc.gov.** **If you need immediate assistance call (202) 727-5355**
05	Enforce the critical, hard deadline for specific non-citizen groups to submit their status verifications to prevent immediate termination – Different languages other than English	TBD	URGENT: October 1 Deadline for Legal Immigrants Medicaid Verification	Dear Resident, This is an urgent regulatory notice regarding your healthcare benefits in the District of Columbia. Federal guidelines impacting non-citizen residents have changed, creating an immediate document submission deadline.	**What You Must Do Immediately:** To prevent a sudden gap or complete loss of your medical insurance, you must upload your valid proof of immigration status or residency before the October 1st deadline passes. • **Upload Now:** Open the secure District Direct Mobile



				Green Card holders, as well as Cuban, Haitian, or COFA immigrants, must verify their immigration status by **October 1, 2026**, to continue receiving Medicaid coverage.	App on your smartphone or log in online at districtdirect.dc.gov to submit photos of your documents instantly. • **In-Person Support:** If you prefer face-to-face assistance, bring your original status papers or Green Card to an open DHS Service Center, where an agency specialist can physically scan them into your file. **If you need immediate assistance call (202) 727-5355**

Organic Social Media Content

Social Media

ID	IMAGE	COMPANION SCRIPT
TK20-01	STATIC IMAGE COPY: MEDICAID RULES ARE CHANGING! 	**Important changes are coming to DC Medicaid in 2027** Some adults may need to meet new work and reporting requirements to keep their Medicaid coverage. Here are 3 simple ways to prepare: **STAY CONNECTED:** Keep your home address, email address, and phone number updated in the system. **STAY INFORMED:** Check your mail, email, and text messages regularly for official program deadlines. **STAY COVERED:** If the new rules apply to you, you may need to work, attend school, volunteer, or take part in other approved activities—and report that information to the District. Need help? districtdirect.dc.gov District Direct Mobile App (202) 727-5355 #StayCoveredDC #DCMedicaid #DCHealth #DistrictDirect
TK20-02	STATIC IMAGE COPY: MAJOR CHANGES ARE COMING TO MEDICAID IN DC	Important Medicaid changes are coming. Some District residents may be affected by changes to Medicaid eligibility, work requirements, and renewal rules beginning in 2026 and 2027. The best way to prepare: ✔ Make sure your contact information is up to date. ✔ Read all notices from the District. ✔ Learn whether the new rules apply to you.
		Need help? districtdirect.dc.gov District Direct Mobile App (202) 727-5355 #DCMedicaid #DistrictDirect #DCHealth #StayCoveredDC
TK20-03	CAROUSEL - LOOP IMAGE COPY: MAJOR CHANGES TO MEDICAID ARE COMING FOR NON-CITIZENS 	Important Medicaid eligibility changes are coming for some non-citizens. Beginning October 1, 2026, federal Medicaid eligibility rules will change for certain immigration groups. What should you do? ✅ Make sure your contact information is up to date. ✅ Review any notices you receive from the District. ✅ Check whether you need to provide updated immigration documentation. ✅ Learn whether the changes apply to your situation. Do not assume you are no longer eligible for coverage. Review your options and seek assistance if you have questions. Need help? districtdirect.dc.gov (202) 727-5355 #DCMedicaid #DistrictDirect #DCHealth #StayCoveredDC
	GREEN CARD HOLDER, CUBAN, HAITIAN, OR COFA IMMIGRANTS MUST SUBMIT PROOF OF RESIDENCY BY OCTOBER 1, 2026. 	

SECTION 4. CORE SNAP MATERIALS

Provider Quick Reference Guide



Who needs to meet the new SNAP Work Requirements?

As of June 1, 2026, when you recertify or apply for SNAP, you will be told if you need to meet the new work requirements.

Due to recent changes in federal law, some SNAP customers in the District will have to meet new work requirements to keep receiving their SNAP benefits. You will find out if you need to meet the new work requirements when you recertify or apply for SNAP.

WHO DOES THIS IMPACT?

The new work requirements apply to Able-Bodied Adults Without Dependents (ABAWD) who do not qualify for an exemption.

What is an ABAWD?

People between the **ages of 18 and 64** who:

- **Do not** face mental and physical barriers to working
- **Do not** live with a child under the age of 14
- **Do not** meet another exemption
- See **workrequirements.dc.gov** for a full list of exemptions.

IF YOU ARE AN ABAWD, YOU MUST:

① Work or do training for 80 hours per month

OR

② Volunteer at the SNAP Volunteer Program for a smaller number of hours

⚠ If you do not have an exemption and do not meet the work requirements, you cannot receive SNAP for more than 3 months in a 3-year period.

Questions?
Visit workrequirements.dc.gov

DHCF

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MURIEL BOWSER, MAYOR

Who is exempt from the ABAWD Work Requirements?

If you are exempt, the ABAWD work requirements do not apply to you. You will find out if you are exempt when you recertify or apply for SNAP.

ABAWD EXEMPTIONS

You may be exempt from the SNAP ABAWD work requirements if any of the following apply to you:

Under age 18 or over age 64	Physical or mental health conditions that make it difficult for you to work	Receiving or applying for unemployment compensation
Pregnant	Caring for a child under age 6 or someone who is ill or disabled living in or outside your home	Receiving TANF or Cash assistance and complying with its work requirements
An American Indian, Alaska Native, Urban Indian, or California Indian	Participating in a drug or alcohol treatment program	Working 30+ hours per week or earning more than $217.50 per week before taxes
Living in a SNAP household with a child under 14	Receiving disability-related benefits, such as SSI/SSDI, veterans' benefits, worker's compensation, or private disability	Enrolled half time in school, training, higher education, or a federally recognized refugee program

If you are between the ages of 18 and 64 and **do not** meet an exemption, you are considered an Able-Bodied Adult Without Dependents (ABAWD), and you must meet the ABAWD work requirements. You will find out if you need to meet the work requirements when you recertify or apply for SNAP.

Questions? Visit workrequirements.dc.gov

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HOW TO PROVE THAT YOU QUALIFY FOR AN EXEMPTION?

Some exemptions may require proof, and some may not. You will find out when you recertify or apply for SNAP if you need to provide proof. Listed below are the types of documents that you could provide for each of the following exemptions. You do not need to provide every document listed. One from each group may be enough.

EXEMPTIONS		VERIFICATION NEEDED
AGE	Under 18 Or Over 64	No Proof Needed
CARETAKER	Caring for a child under 6 in your home	No Proof Needed
	Caring for a child under 6 who lives outside your home	Signed SNAP Work Requirement Screening Form OR a note from family/third party
	Caring for someone ill/disabled who lives in your home	SNAP Medical Report Form OR documentation from qualified professional for ill/disabled person (Not needed if person ill/disabled receives SSI)
	Caring for someone ill/disabled who lives outside your home	Signed SNAP Work Requirement Screening Form
	Living in a SNAP household with a child under 14	No Proof Needed
EMPLOYMENT OR EDUCATION	Working 30+ hours/week or earning $217.50+/week before taxes	Paystub, employer statement/contract, OR SNAP Verification of Employment or Qualifying Work Activity Form
	Enrolled half-time in school, training, higher education, or a refugee program	SNAP Verification of Employment or Qualifying Work Activity Form, program documentation, OR written statement

Questions? Visit workrequirements.dc.gov

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How to prove that you qualify for an exemption? (continued)
Some exemptions may require proof, and some may not. You will find out when you recertify or apply for SNAP if you need to provide proof.

EXEMPTIONS		VERIFICATION NEEDED
OTHER PROGRAMS	Receiving or applying for unemployment compensation	Copy of Unemployment Compensation Application OR Award letter
	Receiving TANF or Cash assistance and complying with its work requirements	None - Internally Verified
INDIGENOUS IDENTITY	American Indian, Alaska Native, Urban Indian, or California Indian	Signed SNAP Work Requirement Screening Form
HEALTH & SPECIAL CONDITIONS	Pregnant	Signed SNAP Work Requirement Screening Form (medical proof encouraged but not required)
	Physical/mental health condition making it difficult to work	SNAP Medical Report Form OR qualified professional documentation
	In drug/alcohol treatment through anonymous peer-support recovery meetings (NA, AA, etc)	Signed SNAP Work Requirement Screening Form
	Participating in a drug or alcohol treatment program	SNAP Medical Report Form OR provider verification
	Receiving disability-related benefits (e.g. SSI/SSDI, VA, worker's comp, or private disability)	Award/benefit letter, check copy, SNAP Medical Report Form from an allowable professional, OR other written proof
	Obvious barriers to work as determined by DC DHS (e.g., chronic homelessness, domestic violence, or other barriers)	Signed SNAP Work Requirement Screening Form

Questions? Visit workrequirements.dc.gov

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HOW DO YOU MEET THE ABAWD WORK REQUIREMENTS?

You can meet the work requirements through a variety of activities. You will find out if you need to meet the work requirements when you recertify or apply for SNAP.

WAYS TO MEET THE WORK REQUIREMENTS

You can participate in any of the following work activities to meet the work requirements:

PAID EMPLOYMENT	Participate in full-time, part-time, temporary, internship, freelance, or self-employed work for at least 20 hours per week or 80 hours per month
UNPAID WORK	Participate in unpaid work or work in exchange for goods or services for at least 20 hours per week or 80 hours per month (e.g., unpaid internship/externship)
WORK, EDUCATION & TRAINING PROGRAMS	Participate in an approved work, education, or training program for at least 20 hours per week or 80 hours per month
SNAP VOLUNTEER PROGRAM	Volunteer at an approved volunteer site coordinated by SNAP Employment & Training for approximately 30 hours or fewer per month (hours vary by household)

Reach out to SNAP Employment & Training to learn more about the SNAP Volunteer Program and qualifying Work, Education, & Training Programs.

- **(202) 535-1178; TTY 711**
- **dhs.snapet@dc.gov**
- **Anacostia DHS Service Center**

Questions? Visit workrequirements.dc.gov

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HOW TO SHOW THAT YOU MEET THE WORK REQUIREMENTS?

If you are not exempt from the work requirements, you will need to provide proof that you are meeting them.

SOME EXAMPLES OF HOW TO VERIFY YOUR WORK ACTIVITIES

Listed below are examples of types of documents that you could provide for each of the work activities. You do not need to provide every document listed. One from each group may be enough.

PAID EMPLOYMENT	• Pay stub or employer statement • SNAP Verification of Employment or Qualifying Work Activity Form • Self-employment records, if applicable
UNPAID WORK	• SNAP Verification of Employment or Qualifying Work Activity Form • Documentation of volunteer hours
WORK, EDUCATION & TRAINING PROGRAMS	• SNAP Verification of Employment • Qualifying Work Activity Form • Other program document
SNAP VOLUNTEER PROGRAM	• These programs are internally verified, so you do not need to provide additional verification

Reach out to SNAP Employment & Training to learn more about the SNAP Volunteer Program and qualifying Work, Education, & Training Programs.

- **(202) 535-1178; TTY 711**
- **dhs.snapet@dc.gov**
- **Anacostia DHS Service Center**

Questions? Visit workrequirements.dc.gov

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WHAT TO DO NOW

Take action while you wait to hear from DHS.

FIND OUT IF YOU MAY BE EXEMPT

You will find out if you need to meet the new work requirements when you recertify. In the meantime, use the **Pre-Screener Tool** to help find out whether you or someone in your household may be affected by the new rules and start getting prepared. It takes less than 10 minutes!

Scan the QR code for the Pre-Screener Tool:

LET US KNOW IF YOU ARE EXEMPT

Do you think you or someone in your household is exempt from the new work requirements? Fill out the **SNAP Work Requirement Screening Form** now: submit it online via **District Direct**, in person at any DHS service center, or by mail or fax (download the form at **workrequirements.dc.gov)**.

PREPARE FOR YOUR SNAP RECERTIFICATION

If your SNAP recertification is in less than 60 days, fill out the **SNAP Work Requirement Screening Form**. You can submit the form online via **District Direct**, in person at any DHS service center, or by mail or fax. Completing the form now will help prevent delays with your SNAP benefits.

Download the Screening Form at workrequirements.dc.gov:

FIND A WORK ACTIVITY TO MEET THE ABAWD WORK REQUIREMENTS

If you are not exempt and need help meeting the work requirements, SNAP E&T can help you find a job, join the SNAP Volunteer Program, get training, or attend school. Call SNAP E&T at (202) 535-1178 or TTY 711, email dhs.snapet@dc.gov, or visit the Anacostia DHS Service Center for help.

Questions? Visit workrequirements.dc.gov

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WHAT TO EXPECT WHEN YOU MEET WITH DHS

DHS will work with you to determine if you need to meet work requirements when you recertify or apply for SNAP benefits.

WHAT COMES NEXT

When you apply or recertify for SNAP benefits, DHS will determine if you need to meet the ABAWD work requirements or are exempt.

If you are exempt	• **If you are currently receiving SNAP benefits,** the next time you recertify, DHS will determine if you qualify for an exemption. • **If you are applying for SNAP benefits**, DHS will determine if you qualify for an exemption at the time of your application.
If you need to report work activities	If you do not qualify for an exemption, you will have to verify your work activities. For paid and unpaid employment, you can submit proof of your hours via the **SNAP Verification of Employment Form**. If you are participating in the **SNAP Volunteer Program** or other SNAP E&T-approved program, DHS will verify your hours internally.
When you can't meet your work requirements for one month	If you cannot meet your required hours one month through no fault of your own, you may not be penalized if you have a **good cause**. Some examples of **good cause** include: • Temporary illness • Eviction or foreclosure • Sudden breakdown in transportation • Sudden loss of childcare • Court-ordered appearance or temporary incarceration • Domestic violence If you think you have **good cause,** report it via the SNAP Work Requirement Screening Form or to a case worker during your next interview.
If you don't meet your work requirements	If you do not have an exemption or good cause and do not meet the work requirements, you cannot receive SNAP for **more than 3 months in a 3-year period**. You can start receiving SNAP benefits again if you meet the work requirements for 30 days.

Questions? Visit workrequirements.dc.gov

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SNAP Work Requirements – Flyer





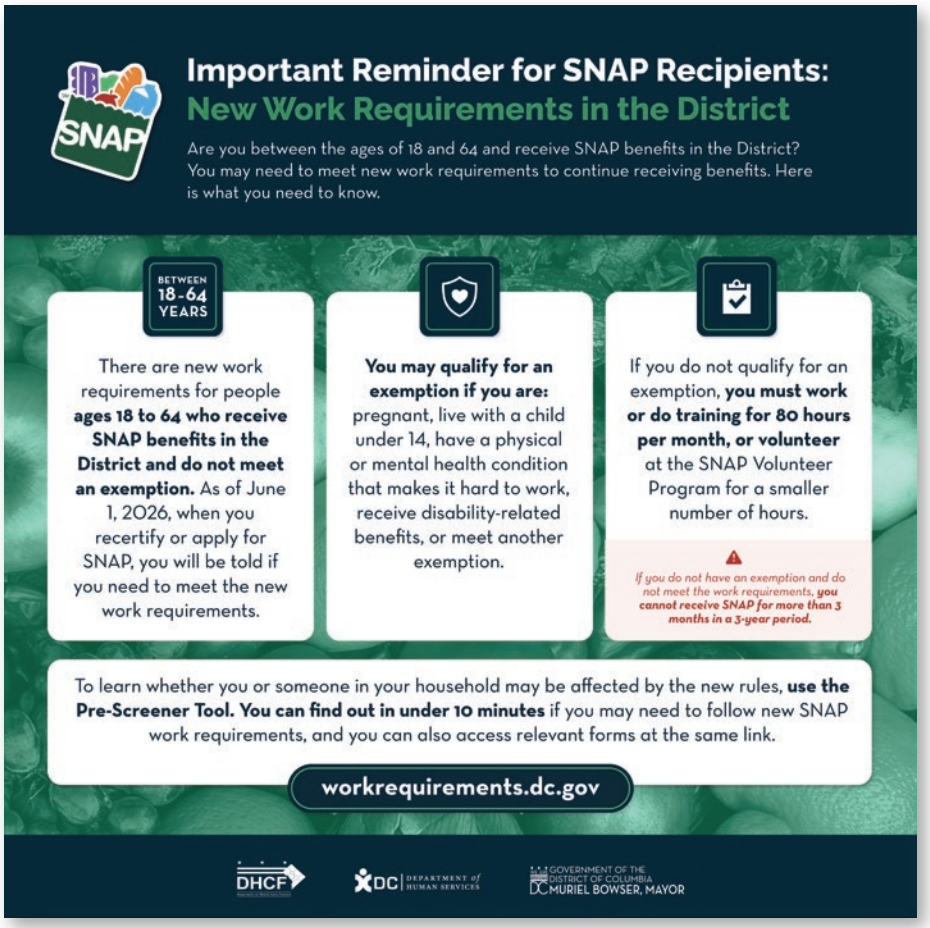
Who Needs to Meet the New SNAP Work Requirements – Trilingual Poster



SNAP Work Requirements Exemption Cases – Poster



SNAP Work Requirements Reminders – Newsletter Blurbs





SNAP Work Requirements Exemption Cases – Palm Card





SNAP Work Requirements – Social Media Templates

SNAP Social Media

ID	Image	Companion Script
SNAP-01	**CAROUSEL – 3 SLIDES** **IMAGE COPY:** WHO NEEDS TO MEET THE NEW SNAP WORK REQUIREMENTS IN THE DISTRICT? 	**Some SNAP recipients ages 18–64 in the District must meet new work requirements.** As of June 1, 2026, you'll be told whether they apply to you when you recertify or apply for SNAP. You may be exempt if you: • Are pregnant • Live with a child under 14 • Receive disability-related benefits • Have a physical or mental health condition that makes it hard to work • Meet another exemption If you're not exempt, you must work or train 80 hours a month, or volunteer through the SNAP Volunteer Program for fewer hours. If not, you can only receive SNAP for 3 months in a 3-year period. Find out in under 10 minutes if you may be exempt with the Pre-Screener Tool at workrequirements.dc.gov.
SNAP-02	**STATIC** **IMAGE COPY:** WHAT ARE THE NEW SNAP REQUIREMENTS IN THE DISTRICT FOR PEOPLE AGES 18–64? 	If you're 18–64 and not exempt, you must work or train 80 hours a month, or volunteer through the SNAP Volunteer Program for fewer hours. You'll find out if this applies to you when you recertify or apply for SNAP, but you can check today with the Pre-Screener Tool at workrequirements.dc.gov. Need help finding work, training, or volunteering? Visit tinyurl.com/SNAPemployment to learn more about SNAP Employment & Training.
SNAP-03	**STATIC** **IMAGE COPY:** IMPORTANT REMINDER 	**Important reminder for SNAP recipients in the District:** as of June 1, 2026, you'll be told if you need to meet the new work requirements when you recertify or apply. Find out now in under 10 minutes with the Pre-Screener Tool at workrequirements.dc.gov.

SNAP Work Requirements – Robocalls

SNAP Robocalls

Robocall	Script
Robocall #1 – General Population **Duration** 60 seconds **Audience** All SNAP households with members aged 18 to 64 who are potentially subject to ABAWD work requirements.	Hello, this is the [insert organization name] with an important message for SNAP customers. There are new work requirements for people aged 18 to 64 who receive SNAP benefits in the District and do not meet an exemption. Starting June 1, 2026, when you recertify for SNAP, you will be told if you need to meet the new work requirements. If you do not have an exemption from the new work requirements, you must work or do training for 80 hours per month, or volunteer at the SNAP Volunteer Program for a smaller number of hours. If you think you or someone in your household is exempt from the new work requirements, fill out the SNAP Work Requirement Screening Form today; submit it online via District Direct, in person at any DHS service center, or by mail or fax. To access additional information, like a pre-screener tool to check for exemptions and relevant forms, visit workrequirements.dc.gov. For assistance, call DC DHS at 202-727-5355. TTY services are available by dialing 711. Thank you.
Robocall #2 – Older Adults **Duration** 60 seconds **Audience** All SNAP households with members aged 55 to 64 who are potentially subject to ABAWD work requirements.	Hello, this is the [insert organization name] with an important message for SNAP customers. There are new work requirements for people aged 18 to 64 who receive SNAP benefits in the District and do not meet an exemption. Starting June 1, 2026, when you recertify for SNAP, you will be told if you need to meet the new work requirements. If you are age 65 or older, your SNAP benefits are not affected, and you do not need to take action. If you are under age 65, you need to meet the new work requirements unless you qualify for an exemption. You will find out if you need to meet the new work requirements when you recertify for SNAP. If you think you or someone in your household is exempt from the new work requirements, fill out the SNAP Work Requirement Screening Form today; submit it online via District Direct, in person at any DHS service center, or by mail or fax. To access additional information, like a pre-screener tool to check for exemptions and relevant forms, visit workrequirements.dc.gov. For assistance, call DC DHS at 202-727-5355. TTY services are available by dialing 711. Thank you.
Robocall #3 – Customers with upcoming SNAP renewals **Duration** 60 seconds **Audience** SNAP households with members aged 18 to 64 who are potentially subject to ABAWD work requirements and who have upcoming SNAP renewals.	Hello, this is the [insert organization name] with an important message about your SNAP benefits. You are due for your SNAP recertification in the next 60 days. Before your renewal date, please complete the SNAP Work Requirement Screening Form. You can submit the form online through District Direct, in person at a DHS service center, or by printing the form and mailing or faxing it to DHS. You can download the form at workrequirements.dc.gov. There are new work requirements for SNAP customers aged 18 to 64 in the District. This form will help us determine if the new work rules apply to you or someone in your household, or whether you are exempt. Completing the form now will help prevent delays with your SNAP benefits. To access additional information, like a pre-screener tool to check for exemptions and relevant forms, visit workrequirements.dc.gov. For assistance, call DC DHS at 202-727-5355. TTY services are available by dialing 711. Thank you.

SNAP Work Requirements – Push Notifications

SNAP Push Notifications

ID	Subject	Text
01	**Important Reminder: New SNAP Work Requirements in the District — If You Are Between 18 and 64, You May Be Affected**	**Important Reminder: New SNAP Work Requirements in the District — If You Are Between 18 and 64, You May Be Affected** New work requirements for SNAP customers aged 18 to 64 began on June 1, 2026. We will tell you if you need to meet the new work requirements when you renew. Some people are exempt – including those who are pregnant, caring for a child under 14, receive disability-related benefits, or have a physical or mental condition that makes it hard to work. If you're not exempt, you must work or do a training program for 80 hours/month or volunteer with the SNAP volunteer program for a smaller number of hours to keep SNAP. Not meeting requirements or not being exempt means you can only receive SNAP for 3 months in a 3-year period. **Think you qualify for an exemption?** Submit the SNAP Work Requirement Screening Form today on District Direct, at any service center, or by fax/mail. Learn more + check exemptions, including taking a pre-screener: bit.ly/dc-snap
02	**Important Reminder: New SNAP Work Requirements for people under 65 — If you or someone in your household is under 65, you may be affected**	**Important Reminder: New SNAP Work Requirements for people under 65. If you or someone in your household is under 65, you may be affected.** New SNAP work requirements for people ages 18–64 began on June 1, 2026. When you renew your SNAP benefits, we will tell you if these rules apply to you. Some people do **not** need to meet the work rules. This includes people who are pregnant, caring for a child under 14, receiving disability-related benefits, or who have a physical or mental condition that makes it hard to work. If you are not exempt, you must work or join a training program for **80 hours each month**. You can also meet the rule with **fewer hours** through the SNAP Volunteer Program. If you do not have an exemption and do not meet the work requirement, you can only get SNAP for **3 months in a 3-year period**. **Think you may be exempt?** Fill out the **SNAP Work Requirement Screening Form** on District Direct, at any DHS Service Center, or by fax or mail. To learn more or use our tool to check exemptions if you may meet an exemption, visit bit.ly/dc-snap.
03	**Your SNAP Recertification Is Coming Up — Complete the SNAP Work Requirement Screening Form Today**	**Your SNAP recertification is due in the next 60 days. Complete the SNAP Work Requirement Screening Form now to avoid delays with your benefits.** Hello, this is the DC Department of Human Services (DHS) with an important message about your SNAP benefits. Your SNAP recertification is due in the next 60 days. Before your renewal date, please complete the **SNAP Work Requirement Screening Form**. You can submit the form online via District Direct, in person at any DHS service center, or by mail or fax. There are new work requirements for SNAP customers aged 18 to 64. This form will determine if the new work rules apply to you or someone in your household, or whether you are exempt. Completing the form now will help prevent delays with your SNAP benefits. To access additional information, like a pre-screener tool to check for exemptions and relevant forms, visit bit.ly/dc-snap. Thank you.
04	**Your SNAP Recertification Is Coming Up**	**Your SNAP recertification is due in the next 60 days.** Hello, this is the DC Department of Human Services (DHS) with an important message about your SNAP benefits. Your SNAP recertification is due in the next 60 days. You can submit the form online via District Direct, in person at any DHS service center, or by mail or fax. Completing the form now will help prevent delays with your SNAP benefits. Thank you.