

HELP RESOURCES

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**.

DHCF Department of Health Care Finance

DC Department of Human Services

WE ARE WASHINGTON DC GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



NEW WORK REQUIREMENTS IN MEDICAID

New work requirements might impact your Medicaid eligibility. Don't risk losing your coverage.

As of January 1, 2027, childless adults aged 19-64 must meet a new monthly work requirement to keep their Medicaid benefits. Follow these steps to find out if you're impacted and make sure you stay covered.

STAY CONNECTED

Keep your contact information (like home and email address and phone number) up to date.

STAY INFORMED

Check your mail, email, and text messages for official Medicaid program updates so you don't miss important information or deadlines.

STAY ELIGIBLE

Complete at least 80 hours each month of work, certain job training, community service, or education (if the new requirement applies to you). You can combine different activities to reach your 80 hours. You can also meet the requirement if you earn at least $580 a month or if you're enrolled in school at least half-time (as defined by your school). Some people may qualify for exemptions from the requirements.

