



# HR1 Updates & Feedback

April 2026



South Dakota  
Department of  
**Social Services**

# Agenda

HR1 Overview

HR1 Preparation

Communications Feedback

Questions & Feedback



# HR1 Overview

# Sections Impacting Eligibility

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## **Section 71109: Alien Medicaid Eligibility (Noncitizen Eligibility) – Effective October 1, 2026**

- PRWORA designates certain “qualified noncitizens” who are eligible for federal public benefits, including Medicaid/CHIP, if they meet all other eligibility criteria. Section 71109 does not amend PRWORA.
- This section amends sections the Social Security Act to restrict Federal Financial Participation (FFP) to U.S. citizens and nationals, Lawful Permanent Residents (LPRs), Cuban and Haitian Entrants, and Compacts of Free Association (COFA) migrants.

## **Section 71107: Eligibility Redeterminations (Biannual Renewals) – Effective January 1, 2027**

- This implements 6-month (instead of 12-month) renewals for individuals enrolled in the Adult Group (Medicaid Expansion) only. Other groups will still be 12-month renewals.
- This change doesn’t impact persons who are Native American, tribally-enrolled, or eligible for IHS.

## **Section 71112: Reducing State Medicaid Costs (Retroactive Reduction) – Effective January 1, 2027**

- This section reduces retroactive coverage from 3 months to:
  - 1 month for Adult Group (Medicaid Expansion), and
  - 2 months for all other coverage groups.

## **Section 71119: Community Engagement (Work Requirements) – Effective January 1, 2027**

- This impacts individuals applying for or enrolled in the Adult Group (Medicaid Expansion) unless exempt.
- Compliance requires a certain amount of work, educational enrollment, or community service hours.

# CMS Guidance

HR1 Section	Functionality
<b>Section 71107: Eligibility Redeterminations (Biannual Renewals)</b>	<p><b>Guidance:</b> State Medicaid Director (SMD) #26-001 <b>Release Date:</b> March 6, 2026 <b>Title:</b> RE: Implementation of “Eligibility Redeterminations,” Section 71107 of the “Working Families Tax Cut” Legislation (Public Law 119-21)</p> <p><b>Decision Point:</b> This guidance included state options to transition to 6-month renewals. DSS’ current plan to transition individuals from 12-month to 6-month renewals at the individual’s next scheduled renewal initiated on or after January 1, 2027.</p>
<b>Section 71109: Alien Medicaid Eligibility (Noncitizen Eligibility)</b>	<p><b>Guidance:</b> State Health Official (SHO) #26-001 <b>Release Date:</b> April 8, 2026 <b>Title:</b> RE: Implementation Section 71109 “Alien Medicaid Eligibility” of the Working Families Tax Cut Legislation (Public Law 119-21)</p> <p><b>Decision Point:</b> None</p>
<b>Section 71112: Reducing State Medicaid Costs (Retroactive Reduction)</b>	<p><b>Guidance:</b> Pending</p>
<b>Section 71119: Requirement for States to establish Medicaid community engagement requirements for certain individuals (Work Requirements)</b>	<p><b>Guidance:</b> Pending</p>

# HR1 Preparation



# DSS' Guiding Principles

## Our Vision & Mission

The South Dakota Department of Social Services is dedicated to strengthening families to foster health, wellbeing, and independence.

## About DSS

We are here to help children, families, individuals, seniors, and people with disabilities through some of the most difficult times in their lives with the programs and services we provide.

## Our Guiding Principles

1. **Focus on Impact:** We focus on important issues and challenges to maximize impact.
2. **Customer Centric:** We treat our customers with respect and provide a “no wrong door” approach.
3. **Build Partnerships to Maximize Results:** We believe collaboration, teamwork, and partnerships are key to delivering results.
4. **Develop our People:** We promote professional growth and development by empowering staff.

# 1. Focus on Impact



## **DSS' Top Priority**

Ensuring eligible South Dakotans maintain coverage while navigating new federal requirements.

## **Early Action & Collaboration**

Proactively analyzing federal changes in cross-divisional workgroups to align policy and operations.

## **System & Operational Readiness**

Designing system updates with our vendor through joint design sessions and preparing workflows for increased eligibility actions and complexity.

## **Stakeholder Feedback**

Gathering input from providers, beneficiaries, Tribal partners, and staff.

## **Workforce & Customer Readiness**

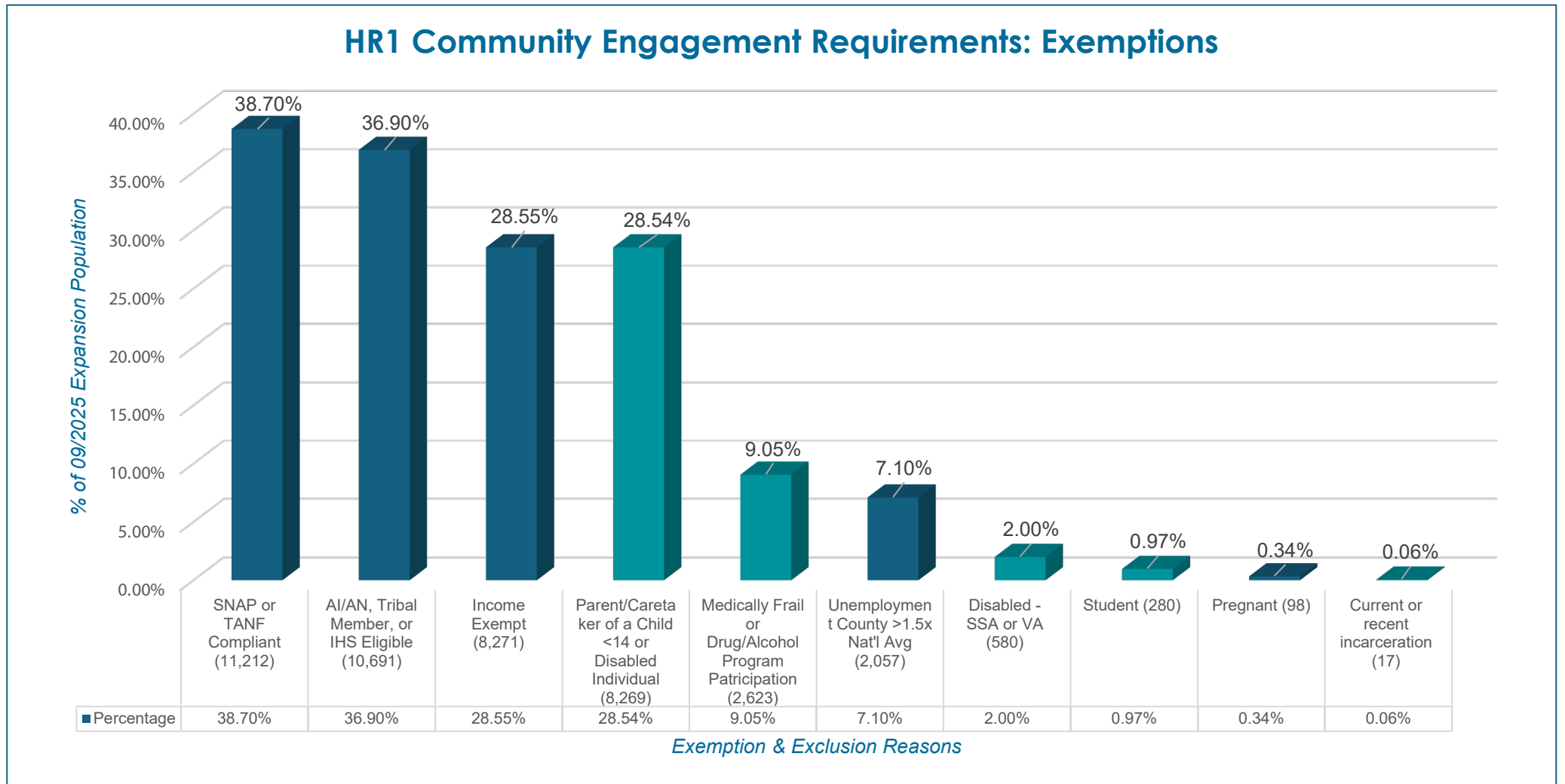
Preparing staff and strengthening clear, accessible communication.

# Community Engagement: Estimated Impacts

Recipients may meet more than one criteria for exemption, based on available, currently-gathered data.

There are **6,066** recipients who appear subject to community engagement requirements.

It's estimated 20% will not be exempt or meet the criteria, resulting in disenrollment of **1,213** individuals.



Data in light blue indicative of areas where full data is not available as some/all of it is not currently collected.

# Noncitizens: Estimated Impacts

## Preparation

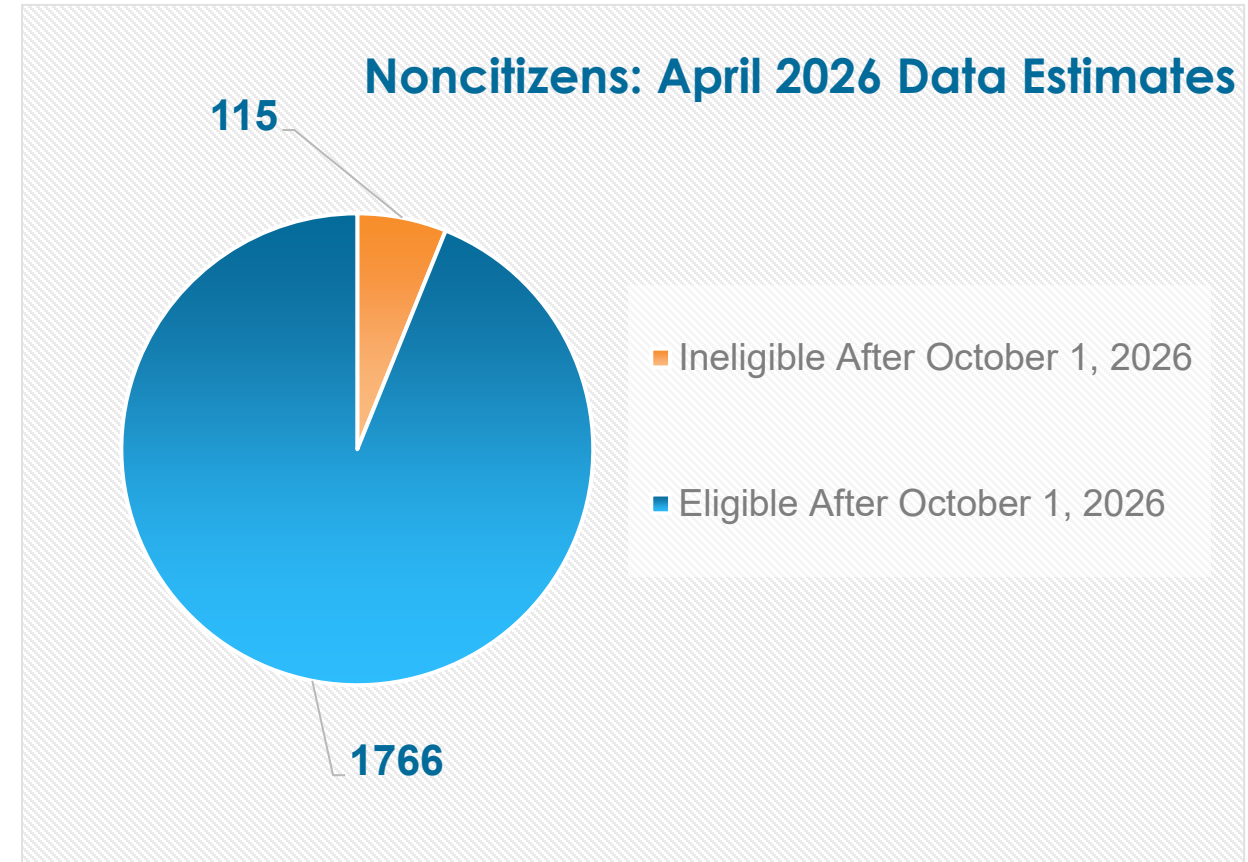
Recipients with immigration statuses that will no longer be “FFP-eligible noncitizens” will have renewal dates moved to 09/30/2026. They’ll be sent renewal packets no later than 07/11/2026, which will request they attest to their current immigration status, which we must verify through SAVE.

All federal renewal requirements, including Reasonable Opportunity Periods (ROPs), will be provided.

## Eligibility

Individuals who are not “FFP-eligible noncitizens” after 09/30/2026 will be disenrolled at that time.

FFP-ineligible noncitizens may still be eligible for Emergency Medical Services or, if pregnant, the Unborn Child of Ineligible Noncitizens program. Those programs remain unchanged.



## 2. Customer Centric



### DSS' Goal

Streamline the customer-facing experience by delivering clear, transparent communication; providing responsive and timely assistance; simplifying processes; leveraging technology to enhance efficiency and engagement; and empowering our team with education and resources to deliver customer-focused services.

### Accomplishing the Goal

- ✓ Update online and paper applications – new & amended questions
- ✓ Utilize existing interfaces and data sources
- ✓ Create new interfaces and data sources
- ✓ Notify customers timely through multiple channels
- ✓ Provide educational and resource materials
- ✓ Utilize DSS website and social media for updates and information
- ✓ Ongoing review of customer survey responses from BEES Customer Portal
- ✓ Leverage workgroups for feedback and review:
  - Medical Eligibility Advisory Committee (MEAC)
  - Medicaid Advisory Committee (MAC)
  - Beneficiary Advisory Committee (BAC)
  - Tribal Consultation

# Customer Notifications

## Initial Notification (NEW)

An initial notice must be sent to all applicable individuals in September 2026. The notice will indicate they've been identified as an "applicable individual" (e.g., Medicaid Expansion recipient) and will include information on how they can comply with CE through qualifying activities or if they should be exempt or excluded.

## Ongoing Notification (NEW)

Ongoing notice will be sent every six months to applicable individuals through incorporation into the renewal process.

Initial and ongoing notifications will include:

- CE Implementation Dates
- CE Compliance Requirements
- CE Exemptions and Exclusions (Short-Term Hardships)
- Available resources through DLR and 211 Helpline Volunteer Services
- Customer Portal Information – Including how to sign up for text/email notifications
- How customers can stay informed (Recipient Listserv, [dss.sd.gov](https://dss.sd.gov) CE landing page, etc.)



## Eligibility-Related Notices (Updated)

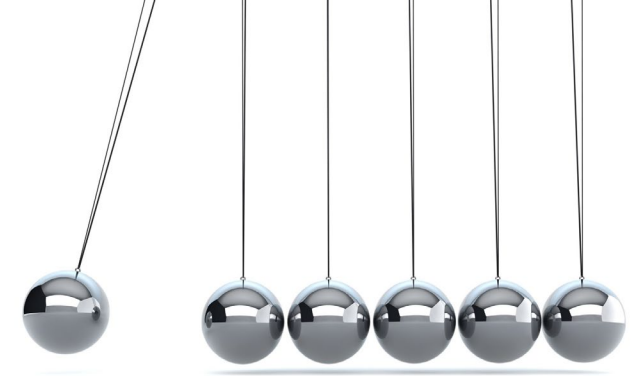
- CE Requirement Two-Pager for Customers

## BEES Online Customer Portal (TBD)

- Awaiting CE-specific Portal updates from vendor, Merative. Once received, will utilize the framework to guide any DSS customizations. The estimated timeframe is April 2026.

# Education & Resource Materials

- “Town Hall” Public Webinars - August 2026\*
- Notices – September 2026
  - ❖ Initial Notice, Ongoing Notice, Eligibility-Related Notices
  - ❖ CE Requirement Two-Pager for Customers
- [DSS.SD.GOV HR1 Landing Page](https://dss.sd.gov/hr1)
  - ❖ Live: How to Stay Informed for Customers, Providers, & Stakeholders
  - ❖ Live: HR1 Changes Impacting Customers
  - ❖ *Coming Soon*: FAQ document of questions for the public, webinar sign-ups, social media tools
  - ❖ *Closer to Implementation*: Banners on dss.sd.gov main page
- Recipient Handbook updates
- Provide resource documents to local office to print for customers

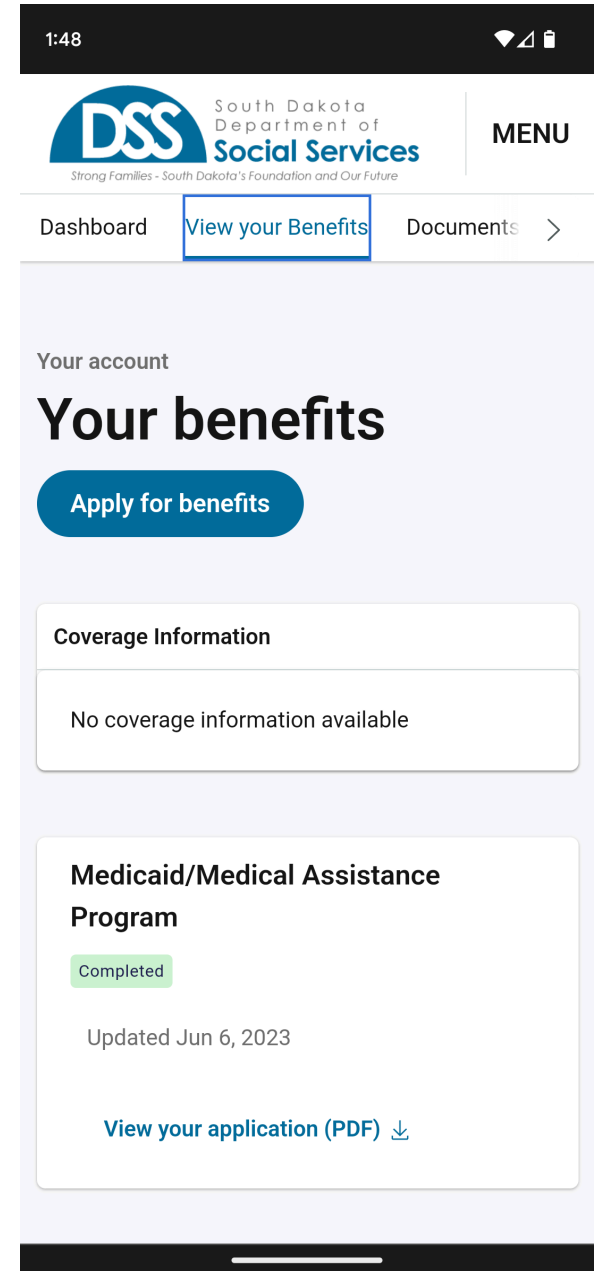


# BEES Customer Portal Functionality

The BEES Customer Portal includes multiple functionalities not previously available to customers:

- ✿ Apply for Medicaid/CHIP and/or SNAP;
- ✿ Report changes;
- ✿ Upload documents;
- ✿ Complete renewals;
- ✿ Check coverage/application status;
- ✿ Opt-in to text and/or email notifications;
- ✿ View notices;
- ✿ Request appeals; and
- ✿ Find contact information.

The site is optimized so it **will scale and work on any device** – desktop computers, laptop, tablet, cell phone, etc.



# Customer Portal Accounts

Customers can download a copy of their application, access notices, upload information and documents, renew their coverage, and view their current coverage information. They can also report changes, file an appeal, and easily view local office information.

The screenshot shows the 'Your benefits' page in a customer portal. At the top, there is a navigation bar with links: Dashboard, View your Benefits (highlighted), Documents, Report Changes, Notices, Appeals, Local Office, and Settings. Below the navigation bar, the page title is 'Your account' followed by 'Your benefits' in a large font. A blue button labeled 'Apply for benefits' is positioned to the right of the title. The main content area is titled 'Coverage Information' and contains four entries for 'Henrietta Beesbox'. Each entry shows the name and the eligible coverage period: February 1, 2024 through July 31, 2024, and August 1, 2024 through January 31, 2025.

## Report Changes

[Back](#)

### Overview

Here you can report changes. If you are the primary member on this case, you can report changes for other household member(s).

#### Economic Assistance Benefits

##### 1 Prepare

You will be asked to review the information we have on this case. Type of changes that can be reviewed and reported on:

- **Personal details:** name, SSN
- **Income:** wages, lottery winnings
- **Expenses:** rent, health insurance premiums
- **Resources:** bank accounts, vehicles

##### 2 Report your change

It's important we have the latest information so everyone in the household receives the assistance for which they might be eligible. Complete this form to report changes.

After submitting, you will get a confirmation message telling about next steps.

##### 3 Decision

Once we've processed your documents, you will receive a notice if there are any changes to your benefits.

[Start](#)

# 3. Partnerships to Maximize Results

- ★ **DSS' Goal**  
Create a framework to pursue innovative solutions and enhanced collaboration – identify and implement innovative solutions through enhanced partnerships to create better outcomes for our customers and stakeholders and promote an agency that values critical thinking.

## Accomplishing the Goal

- ✓ Medical Eligibility Advisory Committee Internal Workgroups
- ✓ Cross-Divisional Internal Workgroups
- ✓ Beneficiary Advisory Committee, Medical Advisory Committee, & Tribal Consultation Customer Partnership
- ✓ Provider, Beneficiary, and Tribal Bulletins
- ✓ [DSS.SD.GOV HR1 Landing Page](#)
- ✓ Partnership with Department of Labor
- ✓ Partnership with 211 Helpline Volunteer Connections
- ✓ National Association of Medicaid Directors (NAMD)
- ✓ State Health & Value Strategies (SHVS)
- ✓ Vendor & System Updates
- ✓ New System Interfaces

# Resource Education: DLR

## South Dakota Job Services

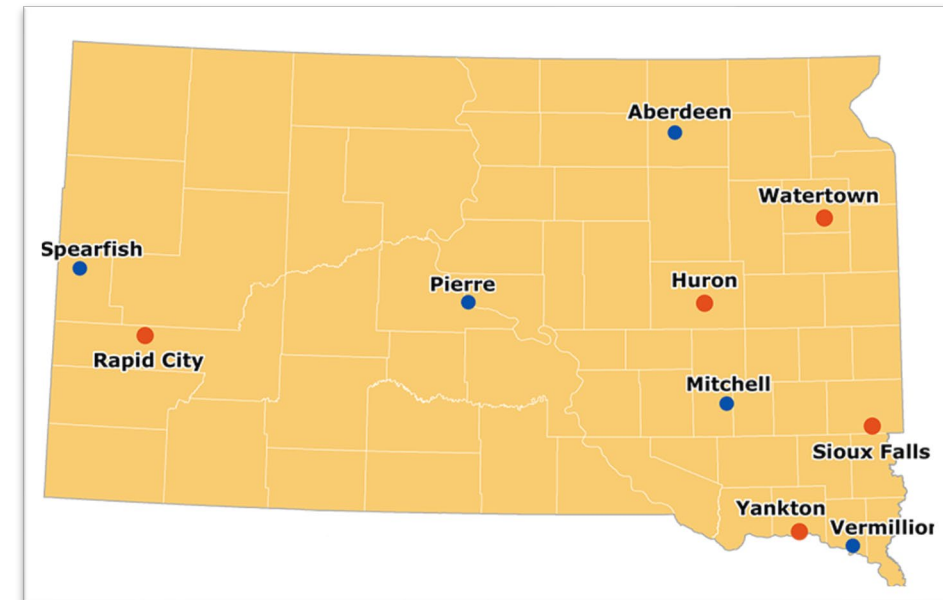
Job Service offices are staffed with trained professionals ready to help job seekers with career coaching, job searches, free skills training, and more. Offices co-located with DSS can include warm handoffs.

## SDWORKS

DLR's online jobs database has the most job listings statewide. Like the BEES Customer Portal, it uses the mySD single sign on process for customers to access services within SD.

## Additional DLR Services

- **Reemployment Assistance Services:** File by telephone and the RA Benefits Portal
- **Workforce Services:** Adult Education, Disability Resources, Layoff Assurances, Training Opportunities, & more
- **Workforce Innovation and Opportunity Act (WIOA) Programs:** Help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with skilled workers.



# Resource Education: 211 Helpline & More



## Helpline Center: Volunteer Connections

Helpline Center's Volunteer Connections program is the critical link between great community volunteers and the nonprofit agencies that need them. It serves as the volunteer center in the Sioux Empire, Black Hills, and Brookings regions of South Dakota.

In addition to providing and maintaining a searchable and refinable database list of hundreds of volunteer opportunities, Volunteer Connections also provides resources and information to non-profit organizations and businesses.

## Helpline Center: 211 Community Resources

The search feature assists in locating resources available in each customer's community for their specific needs.

### ✓ CE-Specific Resources

- Adult Education & GED Programs
- Career & Technical Education Programs available through Department of Education (DOE)
- Employment – Career Counseling, Job Training, Vocational Rehabilitation

### ✓ Additional Resources

- Financial and legal assistance
- Food, clothing, housing & shelter
- Mental health, substance use, support groups
- Transportation assistance

A graphic with the text "HUNDREDS of ways to VOLUNTEER" in blue and yellow. A yellow silhouette of a person with arms raised is positioned below the word "HUNDREDS".

HUNDREDS  
of ways to  
VOLUNTEER

# 4. Develop our People



## DSS' Goal

Staff will receive comprehensive training on HR1 requirements, policy and procedure updates, eligibility system changes, and potential impacts to customers. Staff will be equipped with the knowledge and tools necessary to accurately determine eligibility, connect customers with appropriate resources to meet their needs, and effectively respond to HR1 and Community Engagement questions from customers, providers and other stakeholders.

## Economic Assistance Benefits Specialists (EABS)

There are 29 offices with 241 Economic Assistance Benefits Specialists (EABS) statewide. There are 105 EABS who specialize in medical program eligibility. EABS must have a Bachelor's Degree or higher in Human Services or related fields, effective communication, organization, and critical thinking skills, attention to detail, policy, and documentation, and must be compassionate, respectful, and committed to public service.

## Accomplishing the Goal

- ✓ Current Training:
  - New Hire Training on Systems, Policy, Customer Engagement, Customer service, Civil Rights, Confidentiality, Voter Registration, Guided Conversations, Cybersecurity, Ethics, Mandatory Reporting, & Ongoing Refresher Trainings Quarterly and Annually
- ✓ HR1-Related Training:
  - Staff have already received an overview training of upcoming changes. Once CMS' full guidance is received, policy and system trainings are scheduled to begin in July 2026 through November 2026.
- ✓ Desk Guides
- ✓ Job Aids
- ✓ Customer Service Scripts
- ✓ Policy 101s

# Communication Feedback



# Communication

## Live Communication

- Federal Regulation Updates Landing Page: <https://dss.sd.gov/medicaid/HR1.aspx>
  - Stay Informed: Recipient Listserv, BEES Customer Portal, & Provider Listserv
  - HR1 Summaries: Who is Impacted, What is Changing, & When

## In progress

- Landing Page Updates:
  - Communications & Social Media Toolkit:
    - ✓ Social Media Graphics
    - ✓ Partner Tip Sheet
  - Frequently Asked Questions
  - Work Requirements Screener Tool
  - Community Engagement Brochure (also to be available at [dss.sd.gov/formsandpubs](https://dss.sd.gov/formsandpubs))
  - Community Engagement Handout (will be included on customer notices and available at the same location as the brochure)
- Community Service Verification Form
  - Similar to the wage verification form, which customers may use to verify community service and DSS staff can send to providers to complete as verification.



# Questions & Feedback

[dss.sd.gov](https://dss.sd.gov) 