

Guía práctica para solicitar una excepción por causa justificada de Gateway

Para miembros de Georgia Pathways to Coverage™ (Pathways)



Cómo solicitar una excepción por causa justificada

Los miembros de Pathways pueden solicitar una excepción por causa justificada de hasta 120 horas por cada año de inscripción para cumplir con los requisitos de información y mantener la cobertura incluso cuando ocurran acontecimientos inesperados. Estas situaciones suelen ser acontecimientos inmediatos, de corto plazo.

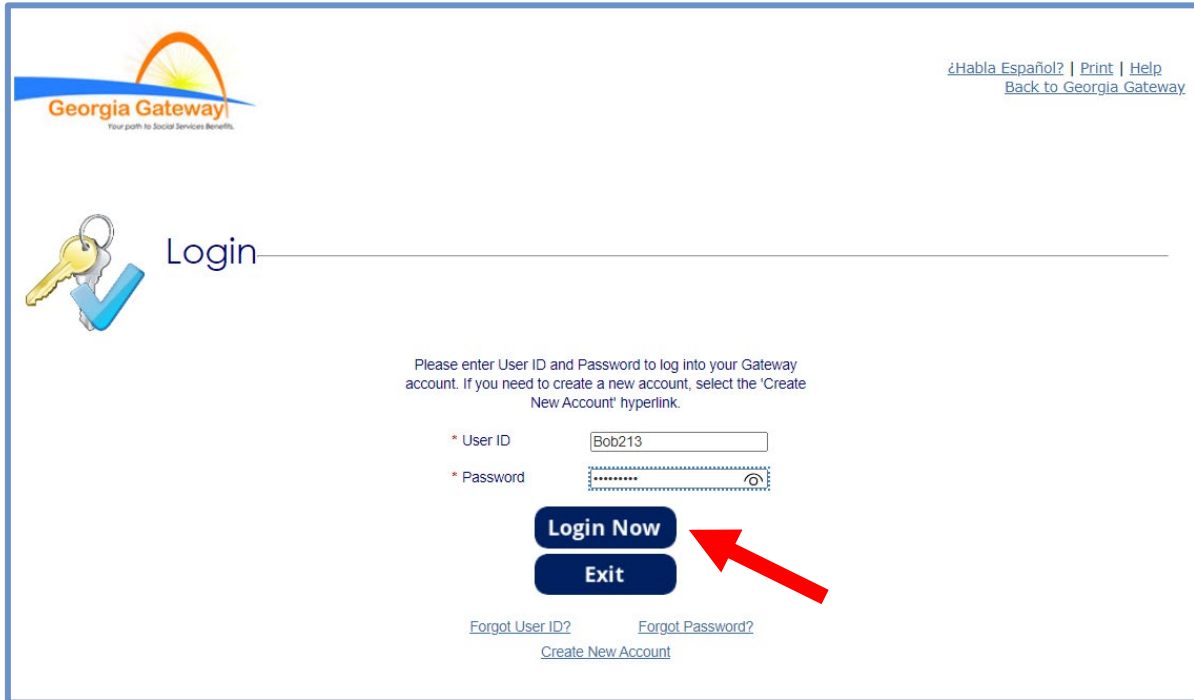
Algunos ejemplos de excepciones por causa justificada pueden ser los siguientes:

- emergencia familiar o acontecimiento vital;
- nacimiento, adopción, colocación en el sistema de acogida o muerte de un familiar directo;
- enfermedad temporal/lesión a corto plazo;
- enfermedad grave u hospitalización del miembro o de un familiar directo;
- desastre natural o provocado por humanos;
- estar temporalmente sin hogar;
- enfermedad por COVID-19 o exposición al virus.

Para obtener más información sobre cómo solicitar una excepción por causa justificada, visite dch.georgia.gov/georgiapathways/good-cause-exceptions.

Cómo solicitar una excepción por causa justificada: paso 1

1a. Complete ambos campos y haga clic en “Login Now” (Iniciar sesión ahora).

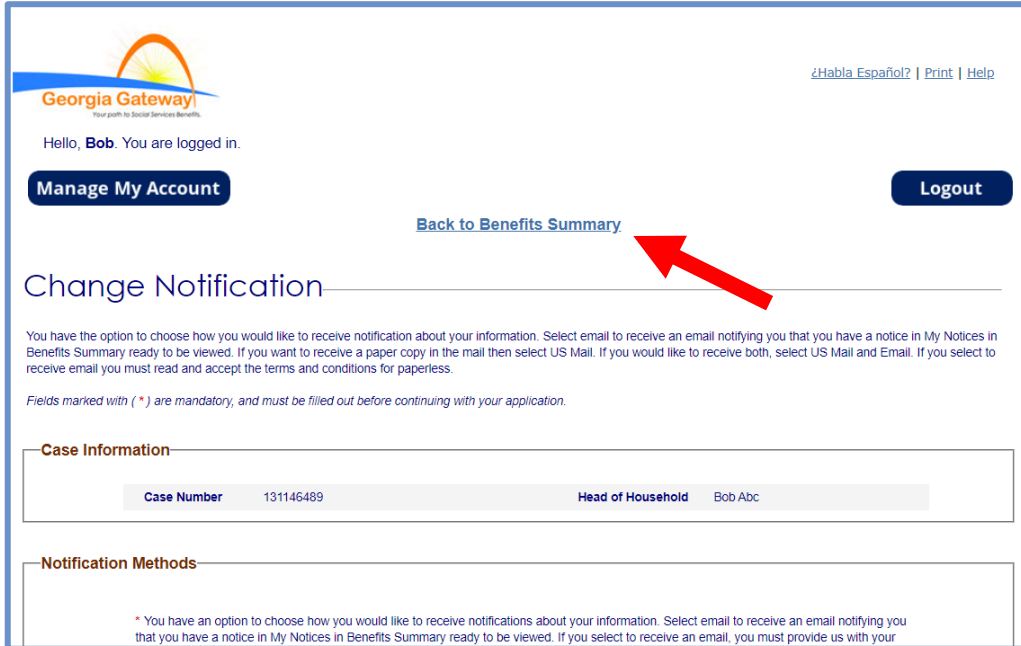


1b. Lea el Acuerdo de Confidencialidad y haga clic en “I Accept” (Acepto).

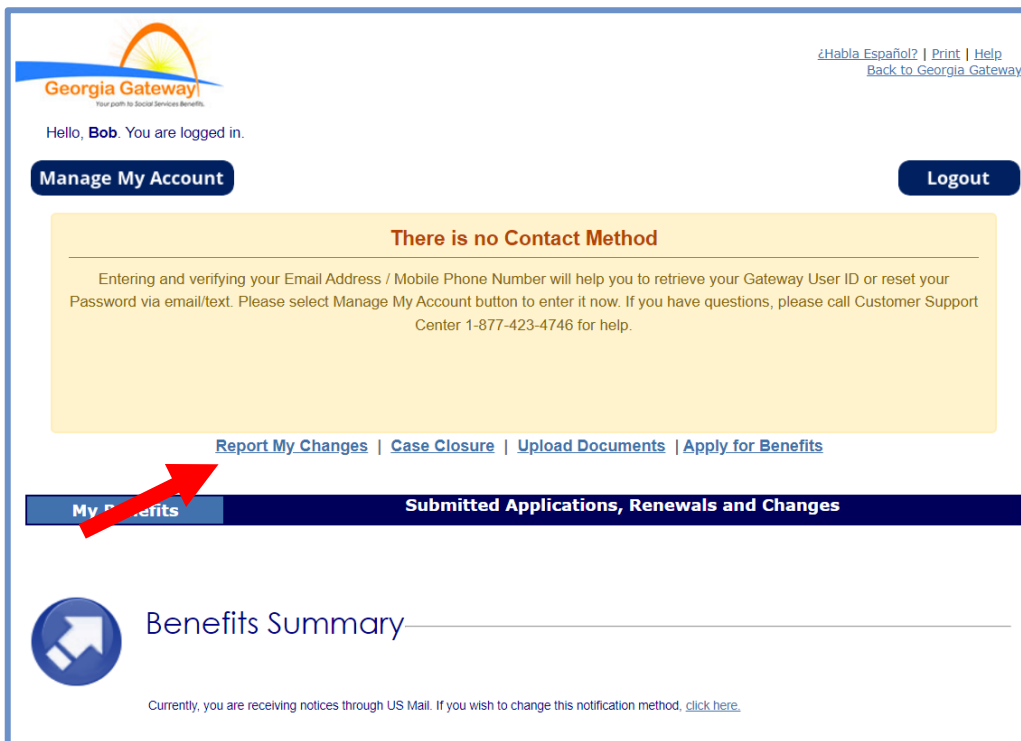


Cómo solicitar una excepción por causa justificada: paso 2

2a. Si aparece la pantalla “Change Notification” (Notificación de cambio), haga clic en “Back to Benefits Summary” (Volver al resumen de beneficios) en la parte superior de la página.



2b. Seleccione “Report My Changes” (Informar mis cambios) en el encabezado para solicitar una excepción por causa justificada.



Cómo solicitar una excepción por causa justificada: paso 3

3a. Seleccione “Someone needs to submit a Pathways Medical Assistance Qualifying Activity Good Cause, or to submit a Reasonable Modification Request for Pathways Qualifying Activity, or to report a Reasonable Accommodation for Pathways Qualifying Activity granted by an employer, supervisor, or institution” (Alguien debe presentar una causa justificada de asistencia médica para actividad calificada de Pathways, presentar una solicitud de modificación razonable para una actividad calificada de Pathways o informar una adaptación razonable para una actividad calificada de Pathways otorgada por un empleador, un supervisor o una institución).

3b. A continuación, haga clic en “Next” (Siguiente).



Georgia Gateway! Your path to Social Services Benefits.

¿Habla Español? | Print | Help

Hello, **Bob**. You are logged in.

Report My Changes

Keep in mind that you should only report changes that have already happened or are going to happen within the next 30 days. Welcome to Report My Changes! As part of the getting benefits, you may need to tell your worker if you have changes in your household, your income and/or your bills. This tool will help you report those changes.

For most changes, you will need to mail, fax, or bring proof to your worker within 10 days of when your agency asks for it. Without this proof, your changes cannot be made and your benefits may end. [Select here to read more about the kinds of proof you may need to give to your worker.](#)

Changes will be saved for 24 hours. If the change is not submitted within 24 hours, the change will be deleted and you will need to start over.

Report My Changes

Please check the boxes for all of the changes that you want to report.

- Your address, email or phone has changed.
- Someone has moved into your home.
- Someone had a change in household relationships.
- Someone has a change in disability status.
- Someone had a change in Medicare, Other Health Coverage, Nursing Home, School Enrollment, or [other household information](#).
- Someone had a change in other resources such as Life Insurance, Vehicle, Real Estate or Business Assets.
- Someone had a change in income other than a job.
- Someone had a change in other bills such as dependent care, support payments, or medical expenses.
- Someone had a change in Tobacco Use.
- Someone has moved out of your home.
- Someone's personal information has changed, such as name, date of birth, SSN, where they live, citizenship or immigrant status, got married or divorced, plan to start or stop filing taxes, or became disabled.
- Someone had a change in pregnancy or postpartum period or breastfeeding.
- Someone had a change in caretaker.
- Someone's liquid resources have changed.
- Someone had a change in job, self-employment, income and/or work hours.
- Someone's housing or utility bills changed.
- Your [Authorized Representative's](#) information has changed.
- Someone needs to submit a report of Pathways Qualifying Activities or make a change to their Pathways Qualifying Activities.
- Someone needs to submit a Pathways Medical Assistance Qualifying Activity Good Cause, or to submit a Reasonable Modification Request for Pathways Qualifying Activity, or to report a Reasonable Accommodation for Pathways Qualifying Activity granted by an employer, supervisor, or institution.
- Someone had a change in Rehabilitation.

Save and Exit **Next**

El orden de las opciones puede variar en función de cada caso. Lea atentamente el texto antes de marcar las opciones.

Cómo solicitar una excepción por causa justificada: paso 4

4a. Seleccione “Yes” (Sí) para todos los miembros para los que está solicitando una excepción por causa justificada.

4b. A continuación, haga clic en “Next” (Siguiente).

Si selecciona más de un miembro, se le pedirá que solicite una excepción por causa justificada para cada miembro en el orden en que aparecen en esta pantalla. Una vez que envíe la solicitud del primer miembro, se le pedirá que envíe la solicitud para el siguiente miembro.



Georgia Gateway
Your path to Social Services Benefits.

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Hello, **Bob**. You are logged in. 19% Complete

Start **Resources** **Income** **Bills** **Needs Assessment** **Finish & Submit**

Pathways Contract **Qualifying Activities** Finish & Submit

Good Cause, Reasonable Modification or Reasonable Accommodation for Pathways Qualifying Activity Request

Reporting a Change

Based on the information you have told us about your Qualifying Activities this month, we noticed you did not have the required number of 80 total hours. Can you let us know more about why you were unable to meet the 80 hours requirement?

Good Cause, Reasonable Modification or Reasonable Accommodation for Pathways Qualifying Activity Request

A Good Cause, Reasonable Modification for Pathways Qualifying Activity Request, or Reasonable Accommodation for Pathways Qualifying Activity should be submitted any month that an individual does not meet qualifying activity hours requirements. Note that all Good Cause, Reasonable Modification for Pathways Qualifying Activity Request, or Reasonable Accommodation for Pathways Qualifying Activity are subject to audit at any time.

The following content in the table allows the user to Report a Change in GC, RM or RA for Pathways Qualifying Activity Request.

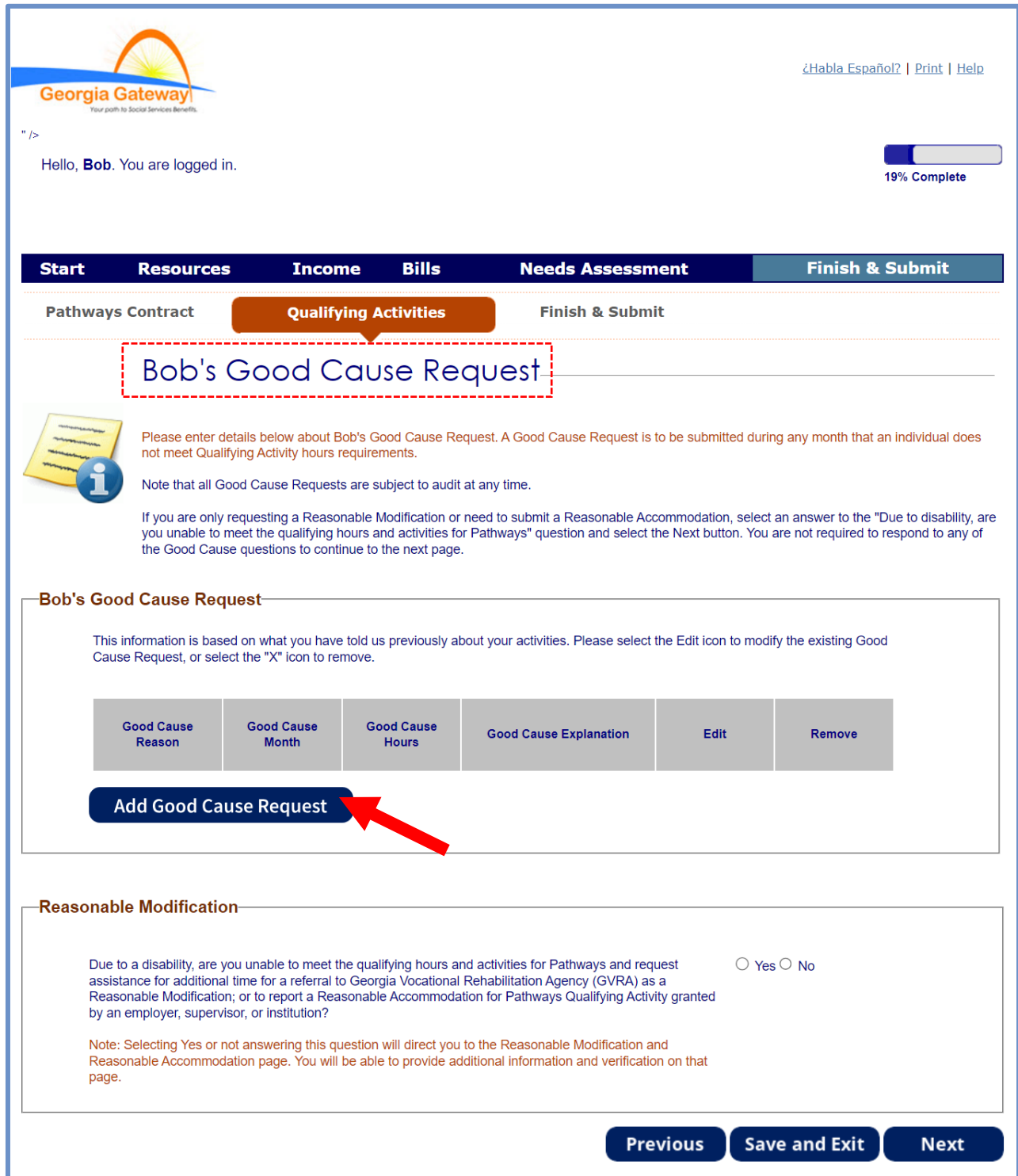
Who	Information	Options
Bob(42 yrs)	Does Bob have a Good Cause, Reasonable Modification or Reasonable Accommodation for Pathways Qualifying Activity Request to report?	<input type="radio"/> Yes <input type="radio"/> No
Kate(38 yrs)	Does Kate have a Good Cause, Reasonable Modification or Reasonable Accommodation for Pathways Qualifying Activity Request to report?	<input type="radio"/> Yes <input type="radio"/> No

Previous **Save and Exit** **Next**

Cómo solicitar una excepción por causa justificada: paso 5

5a. Si está solicitando una excepción por causa justificada para varias personas, revise el nombre en la parte superior de la pantalla para asegurarse de enviar la solicitud correcta para la persona correcta.

5b. Haga clic en “Add Good Cause Request” (Agregar solicitud por causa justificada).



Georgia Gateway
Your path to Social Services Benefits.

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Hello, **Bob**. You are logged in. 19% Complete

Start Resources Income Bills Needs Assessment Finish & Submit

Pathways Contract **Qualifying Activities** Finish & Submit

Bob's Good Cause Request

Please enter details below about Bob's Good Cause Request. A Good Cause Request is to be submitted during any month that an individual does not meet Qualifying Activity hours requirements.

Note that all Good Cause Requests are subject to audit at any time.

If you are only requesting a Reasonable Modification or need to submit a Reasonable Accommodation, select an answer to the "Due to disability, are you unable to meet the qualifying hours and activities for Pathways" question and select the Next button. You are not required to respond to any of the Good Cause questions to continue to the next page.

Bob's Good Cause Request

This information is based on what you have told us previously about your activities. Please select the Edit icon to modify the existing Good Cause Request, or select the "X" icon to remove.

Good Cause Reason	Good Cause Month	Good Cause Hours	Good Cause Explanation	Edit	Remove

Add Good Cause Request

Reasonable Modification

Due to a disability, are you unable to meet the qualifying hours and activities for Pathways and request assistance for additional time for a referral to Georgia Vocational Rehabilitation Agency (GVRA) as a Reasonable Modification; or to report a Reasonable Accommodation for Pathways Qualifying Activity granted by an employer, supervisor, or institution? Yes No

Note: Selecting Yes or not answering this question will direct you to the Reasonable Modification and Reasonable Accommodation page. You will be able to provide additional information and verification on that page.

Previous Save and Exit Next

Cómo solicitar una excepción por causa justificada: paso 5 (continuación)

5c. Complete todos los campos obligatorios.

5d. Haga clic en cualquier lugar del recuadro gris para iniciar el proceso de carga de la documentación de respaldo. Los tipos de archivo aceptados son png, pdf, tiff, bmp, jpg o jpeg.

5e. Haga clic en “Save Good Cause Request” (Guardar solicitud por causa justificada).

Reason Month Hours

Add Good Cause Request

Request a New Good Cause

* Please select the reason for Good Cause Request:
Note: Selecting "Other" as Good Cause reason will require you to provide written explanation.

Temporary illness/short term injur ▾

* Please select for what month Bob requests Good Cause (mm/yyyy):

10/2023

* Please enter the number of Qualifying Activity hours for which Bob's Good Cause Request applies:

15


Please provide a written explanation for Bob's Good Cause Request below:

41 of 250 Characters

I had the flu and missed 3 days of work.

Document Upload

You have reported participation in Qualifying Activities. For each activity you have participated in, please upload the appropriate validation documents. You may proceed by selecting "Save Activity" without uploading documents, but you will be contacted to provide verification at a later date. Additionally, you will not be eligible for the Pathways program until verification for your Qualifying Activities are provided.



Select anywhere in this box to attach a file for this Good Cause.

Acceptable formats include png, pdf, tiff, bmp, jpg, or jpeg.

The maximum file size is 5MB. If you are attempting to submit information in a larger file size, please upload this information on the Document Upload Screen as Medical Documentation.

Please note that a maximum of 5 uploads may be submitted for each Good Cause report.

File Name :

GATEWAY LOGO.jpg ✖

Save Good Cause Request
Cancel

Reasonable Modification

Due to a disability, are you unable to meet the qualifying hours and activities for Pathways and request assistance for additional time for a referral to Georgia Vocational Rehabilitation Agency (GVRA) as a Reasonable Modification; or to report a Reasonable Accommodation for Pathways Qualifying Activity granted by an employer, supervisor, or institution? Yes No

Note: Selecting Yes or not answering this question will direct you to the Reasonable Modification and Reasonable Accommodation page. You will be able to provide additional information and verification on that page.

Previous
Save and Exit
Next



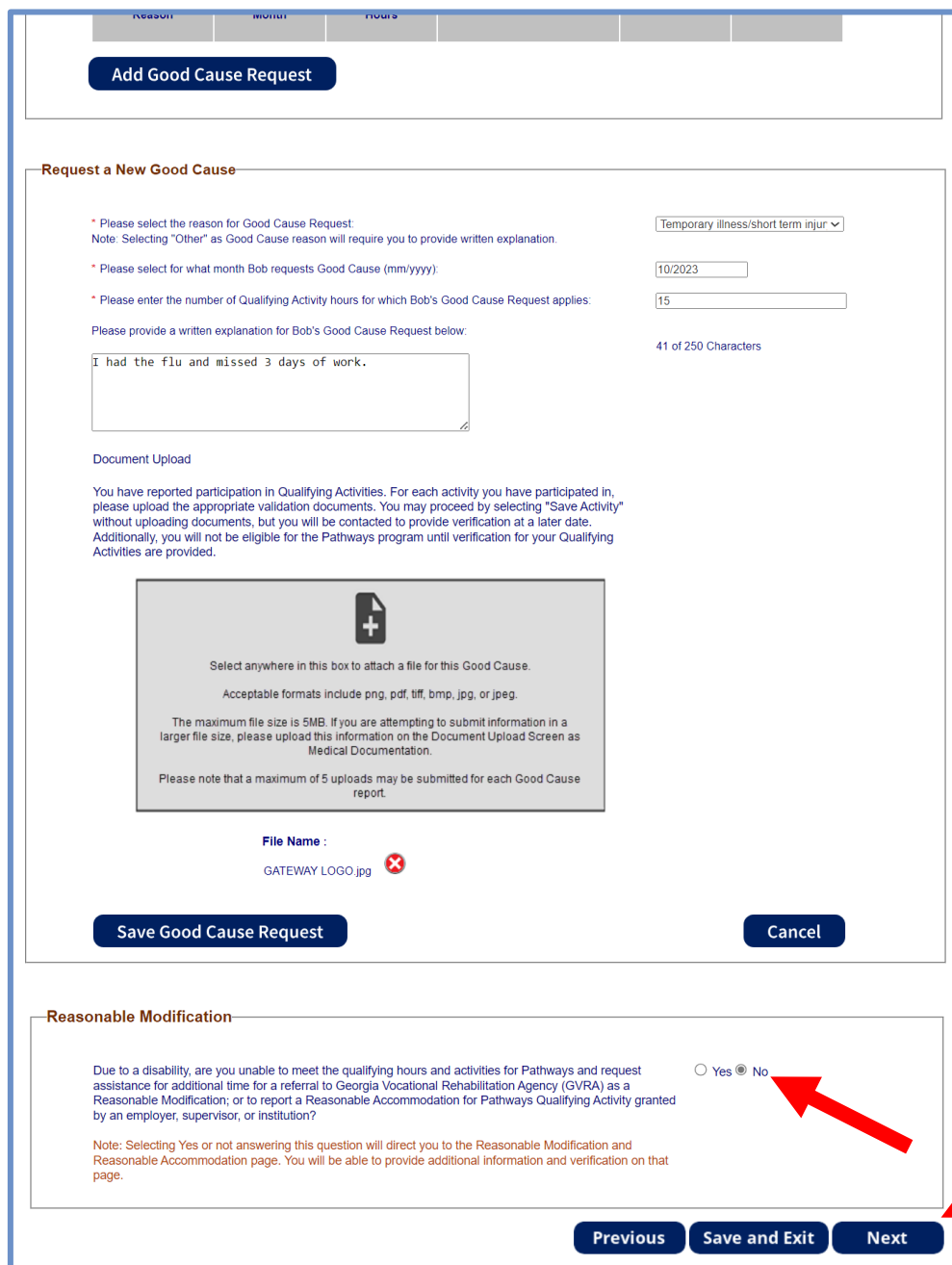
Cómo solicitar una excepción por causa justificada: paso 5 (continuación)

5f. Si solo está solicitando una excepción por causa justificada, seleccione “No” en el recuadro “Reasonable Modification” (Modificación razonable). Si también está solicitando una modificación razonable*, seleccione “Yes” (Sí).

- Consulte la “Guía práctica para solicitar una modificación razonable” para obtener más información sobre cómo solicitar una modificación razonable.

5g. A continuación, haga clic en “Next” (Siguiente).

Si en el paso 4 ha seleccionado solicitar una excepción por causa justificada para más de una persona, al hacer clic en “Next” (Siguiente) se le pedirá que repita el mismo proceso.



Add Good Cause Request

Request a New Good Cause

* Please select the reason for Good Cause Request.
Note: Selecting "Other" as Good Cause reason will require you to provide written explanation.

Temporary illness/short term injury

* Please select for what month Bob requests Good Cause (mm/yyyy)

10/2023

* Please enter the number of Qualifying Activity hours for which Bob's Good Cause Request applies.

15

Please provide a written explanation for Bob's Good Cause Request below.

41 of 250 Characters

I had the flu and missed 3 days of work.

Document Upload

You have reported participation in Qualifying Activities. For each activity you have participated in, please upload the appropriate validation documents. You may proceed by selecting "Save Activity" without uploading documents, but you will be contacted to provide verification at a later date. Additionally, you will not be eligible for the Pathways program until verification for your Qualifying Activities are provided.

Select anywhere in this box to attach a file for this Good Cause.

Acceptable formats include png, pdf, tiff, bmp, jpg, or jpeg.

The maximum file size is 5MB. If you are attempting to submit information in a larger file size, please upload this information on the Document Upload Screen as Medical Documentation.

Please note that a maximum of 5 uploads may be submitted for each Good Cause report.

File Name :
GATEWAY LOGO.jpg

Save Good Cause Request **Cancel**

Reasonable Modification

Due to a disability, are you unable to meet the qualifying hours and activities for Pathways and request assistance for additional time for a referral to Georgia Vocational Rehabilitation Agency (GVRA) as a Reasonable Modification; or to report a Reasonable Accommodation for Pathways Qualifying Activity granted by an employer, supervisor, or institution?

Yes No

Note: Selecting Yes or not answering this question will direct you to the Reasonable Modification and Reasonable Accommodation page. You will be able to provide additional information and verification on that page.

Previous **Save and Exit** **Next**


Cómo solicitar una excepción por causa justificada: paso 6

6a. Lea la página “Signing Your Change” (Firmar su cambio).

Hello, **Bob**. You are logged in. 100% Complete

Start
Resources
Income
Bills
Needs Assessment
Finish & Submit

Pathways Contract
Qualifying Activities
Finish & Submit



Signing Your Change

You're just a few minutes away from submitting your changes. To do so, you'll need to
- check the signature box and type your name below to sign your change

*Fields marked with (*) are mandatory, and must be filled out before continuing with your application.*

Submit Your Changes

If you are ready to send your changes to the Agency, click the Submit button at the bottom of the page. Once you do this, your changes will be sent to an agency electronically. Please keep in mind:

- In most cases, your change will be processed in 10 days. We may ask you to provide proof of some of your reported changes. If we ask for proof, you'll need to mail, fax, upload, or bring within 10 days, or bring it to your WIC clinic appointment.
- In most cases, verification may be needed to process the change.
- In some cases, your change may not result in any change in benefits. Unless you have another change, you should not call us about your change.
- A case manager from the agency receiving the reported change may contact you to request additional documentation to support your reported changes. If additional documentation is requested, you will need to mail, fax, or upload it within 10 days. Your WIC verification can be taken to your WIC Clinic appointment.

Cómo solicitar una excepción por causa justificada: paso 6 (continuación)

6b. Si desea registrarse para votar, siga las instrucciones del recuadro “Voter Registration” (Registro de votantes).

6c. Marque la casilla en el recuadro “Electronic Signature” (Firma electrónica) y complete todos los campos.

6d. A continuación, elija uno de los tres botones “Submit” (Enviar).

- Enviar y solicitar registrarse para votar en el lugar donde vive actualmente.
- Enviar y no solicitar registrarse para votar en el lugar donde vive actualmente.
- Enviar y no responder la pregunta sobre el registro de votantes.

Voter Registration

If you are not registered to vote where you live now, would you like to apply to register to vote here today?

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

If you would like help in filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private. For help in filling out the voter registration application form, you may call the Georgia Secretary of State's office at 404-656-2871.

If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with the Secretary of State at: 2 Martin Luther King Jr. Drive, Suite 802, West Tower, Atlanta, GA 30334 or by calling 404-656-2871.

IF YOU DO NOT CHECK EITHER BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME.

TO SUBMIT YOUR APPLICATION FOR BENEFITS, SELECT ONE OF THE THREE "SUBMIT" BUTTONS BELOW. NONE OF THE THREE "SUBMIT" BUTTONS BELOW WILL REGISTER YOU TO VOTE. IF YOU WANT TO APPLY TO REGISTER TO VOTE, ADDITIONAL STEPS ARE NEEDED TO COMPLETE THE VOTER REGISTRATION PROCESS. VOTER REGISTRATION INFORMATION IS PROVIDED BELOW.

REGISTER TO VOTE:

Register Online: To apply to register to vote where you live now using Georgia's Online Voter Registration System, visit <https://registertovote.sos.ga.gov/GAOLVR/welcome.do#no-back-button>

Print an application: To apply to register to vote where you live now, you may print an application on Georgia's Secretary of State's website at https://sos.ga.gov/sites/default/files/forms/GA_VR_APP_2019.pdf

If you want a Georgia Voter Registration application mailed to you, check the box to the right.

Electronic Signature

I certify that the information that has been reported with the request for change is true and correct to the best of my knowledge. If I give false information, withhold information, fail to report changes promptly, or obtain assistance for which I am not eligible, I may be breaking the law and could be prosecuted for perjury, larceny, and/or fraud. If I completed or assisted in completing this change form and aided and abetted the applicant to obtain assistance for which he/she is not eligible, I may be breaking the law and could be prosecuted.

I agree to submit this change by electronic means. By signing this change electronically, I understand that an electronic signature has the same legal effect and can be enforced in the same ways as a written signature.

The Georgia Department of Human Services ("DHS") collects Personally Identifiable Information (PII), such as names, addresses, telephone numbers, email addresses, and dates of birth, etc., during your application for benefits. By submitting any personal information to us, you agree that we may collect, use, and disclose any such personal information in accordance with DHS policies, procedures, and as permitted or required by law and/or regulations.

By checking this box and typing my name below, I am electronically signing my change.

* First Name: * Last Name: Suffix:

TO SUBMIT YOUR APPLICATION FOR BENEFITS, SELECT ONE OF THE THREE "SUBMIT" BUTTONS BELOW. NONE OF THE THREE "SUBMIT" BUTTONS BELOW WILL REGISTER YOU TO VOTE. IF YOU WANT TO APPLY TO REGISTER TO VOTE, ADDITIONAL STEPS ARE NEEDED TO COMPLETE THE VOTER REGISTRATION PROCESS.

Previous

Save and Exit


SUBMIT
 YES, I WANT TO APPLY TO REGISTER TO VOTE WHERE I LIVE NOW (Voter registration information will be provided on the next page)

SUBMIT
 NO, I DO NOT WANT TO APPLY TO REGISTER TO VOTE WHERE I LIVE NOW

SUBMIT
 I DO NOT WANT TO ANSWER THE VOTER REGISTRATION QUESTION (Voter registration information will be provided on the next page)

Presentación final

Una vez que haya proporcionado su firma, recibirá un número de seguimiento que podrá consultar si necesita hacer alguna pregunta sobre la solicitud por causa justificada.



¿Habla Español? | [Print](#) | [Help](#)

Hello, **Donald**. You are logged in.

Congratulations! Your application has been successfully submitted.

Your tracking number is T31162834 for Medicaid, Food Stamps

[Please print or save this page for your records.](#)

We encourage you to upload documents to support your application.
You are encouraged to upload documents to prove your identity, income and expenses.

[Upload Documents](#)

If you would like to print or save a copy of your application for your files, please select the **Print Copy of Application** button below. If you decide to print or save, please keep in mind that your application has your private, personal information in it. A copy of your application will be saved and can be viewed by logging into your account.

Advisory- Please read:
The information you just created is secure, but if you are using a computer in a Library, Community Center or other public place, please take these additional steps: If you print anything, remember to get the printed copies of your summary. If the printer jams or your summary fails to print, contact someone at the location for help. After you have completed entering your information, shut down the Internet program and if possible ask the staff to restart the computer.

[Print Copy of Application](#)


REGISTER TO VOTE:

Register Online: To apply to register to vote where you live now, select the following link to access [Georgia's Online Voter Registration System](#) or visit <https://registertovote.sos.ga.gov/GAOLVR/welcome.do#no-back-button>

Print an application: To apply to register to vote where you live now, you may print an application by selecting the following link to access [Georgia's Voter Registration Application](#) or visit https://sos.ga.gov/sites/default/files/forms/GA_VR_APP_2019.pdf

If you want a Georgia Voter Registration application mailed to you, you may call the Georgia Secretary of State's office at 404-656-2871, call the Customer Contact Center at 877-423-4746, or visit https://sos.ga.gov/sites/default/files/forms/GA_VR_APP_2019.pdf

You will need to have a program called Adobe Acrobat Reader to see and print this information. If you don't have this program on your computer, you may install it for free by clicking:



[Next](#)

Presentación final

También recibirá un PDF de autoservicio que confirma su solicitud por causa justificada.



Keep in mind that you do not need to mail this printout to your local agency.

“Thank you for using Gateway to apply for benefits!”

Donald Dukes your application has been submitted to Online Services on October 24, 2023 at 08:39 PM.

If you submit your application after regular business hours or on a weekend or holiday, your filing date is the next business day October 25, 2023.

We will review your application and contact you if we need additional information.

If you need to make changes to your TANF, Food Stamps, or Medical Assistance application, please contact on-line services at 1-877-423-4746.

In your application, you have asked for these benefits:

- Medical Assistance, Food Stamps (SNAP) – T31162834

Be sure to write the number(s) down or print this page for your records.

As a next step, your worker may ask for proof of some of the things you told us in your application. This checklist will help you gather these items. If you can not find something, your worker may be able to help you get the proof you need.

Keep in mind that this list is based only on what you told us today. There may be other items that your worker will ask you to provide.

Proof of Identity

Proof of who you are, like a driver's license, ID card.

Proof of Residence

Current Georgia issued Driver License/ID Card, current lease, current mortgage statement, statement from landlord or person with whom you reside, utility bill (gas, electric, telephone)

Social Security Number

Social Security Numbers for everyone you want to receive benefits. Immigrants may potentially be eligible for benefits without a social security number. Social Security Number is not required for WIC.

Proof of Citizenship or Immigration Status (Only for those seeking benefits)

Proof of citizenship such as a birth certificate, U.S. passport, hospital record. Proof of immigration status such as resident immigration card, passport, visa, 1-94, I-181, or other Department of Homeland Security (DHS) documentation. Additional examples of Proof of Citizenship for Medical applicants can be found in Form 218. Proof of Citizenship/Immigration Status is not required for WIC.