Built so that Louisianans don't lose Medicaid for the wrong reasons.

For state legislators, county officials, advocacy directors, faith leaders, and the policy nonprofits that hold the line for Medicaid members.

Louisiana's Medicaid work and community engagement requirement starts on January 1, 2027, for new applicants and members renewing. The Louisiana Department of Health expects about 297,000 members to be affected and says most members are exempt; it publishes 13 exclusions, including medically frail, substance use treatment, caregivers, and recent release from incarceration. LDH also warns that failing to respond to its requests "could result in health coverage closure, even if the member is still eligible." In Arkansas, more than 18,000 people lost coverage in the first seven months of a similar requirement, and many "only found out when they tried to seek medical care or fill a prescription at a pharmacy" (Urban Institute, 2019).

Civistara Compliance is built to help eligible people keep their coverage: exclusions on file, deadlines in view, notices in their own language. Civistara calculates status from the evidence and routes it to state staff; the state agency decides. The full page is at **civistara.com/champions**. This brief is for handoff: print it, share it, hand it to a colleague.

Eight commitments, built into the platform.

1. **No closure before the deadline.** Moving a case toward closure before the response deadline throws an exception in code. *(ADR-006.)*
2. **Every step, in order.** A 15-state noncompliance procedure with notice, cure, hearing and appeal branches; no step can be skipped. The state agency decides at each step. *(ADR-006; 42 U.S.C. § 1396a(xx)(6).)*
3. **In progress: a pause while a person waits for a placement.** Cure periods pause while a person waits for a volunteer placement. *(ADR-007.)*
4. **15 languages,** including Spanish and Vietnamese. *(/app §2.)*
5. **Exclusions on file, in plain view.** State staff see a member's exclusion and documents with the case. Louisiana's 13 exclusions are LDH's list. *(/for-providers.)*
6. **No AI denials, ever.** The status calculation has no AI input path. CivicAI is read-only. *(ADR-008.)*
7. **An audit trail built for review.** Database triggers reject changes or deletion of audit records. *(ADR-001; ADR-002.)*
8. **Offline-first app:** encrypted read cache, queued changes, automatic sync on reconnect. *(/app §3.)*

Illustrative scenarios the platform is built for.

1. **Patricia Ann Decuir.** Volunteer hours, New Orleans. Her organization confirms her hours through the partner portal; state staff decide.
2. **Travis Wayne Fontenot.** Rural waitlist. A cure-period pause while he waits for a placement is in progress.
3. **James Allen Dardar.** Enrolled in a federally recognized tribe and eligible for Indian Health Service: an LDH exclusion, on file with his case.
4. **Darius Wayne Celestin.** Released six weeks ago; release within the last three months is an LDH exclusion.
5. **Reginald Wayne Batiste.** Faith-based volunteer. Hours confirmed through the partner portal; AI can speed approvals but never denies.
6. **Ethel Mae Treme.** Age 74, exempt by age. Her daughter helps with the account; her actions are recorded under her own name.
7. **David Anthony Arceneaux.** Exempt as a person who is disabled; the exclusion is on file with his case.
8. **Jerome Duval Landry.** Coverage closed before, back now. Same steps as anyone else; no hidden rule.

These are illustrative scenarios built from the synthetic personas we test against. None is a real person, and no real organization is named. Sources: Louisiana Department of Health, Medicaid work requirements page and fact sheet (2026); LDH Informational Bulletin 26-19; Urban Institute, Lessons from Launching Medicaid Work Requirements in Arkansas (2019).

Five rules the platform holds itself to.

1. **Every claim traces.** Design claims cite a public ADR or a statute. Facts about the requirement cite LDH or a dated public source.
2. **AI cannot deny benefits.** No AI input path on the status calculation. CivicAI is read-only.
3. **The state decides.** Civistara calculates status from the evidence and routes it to state staff; the state agency decides. Health plans cannot decide compliance.
4. **The audit trail is built for review.** Append-only records enforced by database triggers, not by policy.
5. **Scenarios are labeled.** Illustrative scenarios come from synthetic test personas. No testimonials, no stock photography, no AI-generated faces.

We will come to your town hall.

If you want to bring this to your community, get in touch. We will come to your town hall, your parish council, your advocacy convening, your faith-leader gathering.

info@civitascom.com
civistara.com/champions

Civistara Compliance is a product of Civistara Health Technologies, Inc. The full architectural register is at civistara.com/decisions. The full brief and source citations are at civistara.com/champions. Last revised: 2026-11-17.