
ATTACHMENT C

General Information ARMAC FAQs

Arkansas Medicaid Administrative Claiming Frequently Asked Questions
• General Information •

1. **What is ARMAC and why is my district participating?**

ARMAC is the Arkansas Medicaid Administrative Claiming program allowing districts to be reimbursed for certain administrative activities related to the Medicaid program. Your district is participating because it is a way to receive reimbursement for activities that your staff is already performing.

2. **How does my school district enroll to participate in the ARMAC program?**

A designated school representative contacts the ARMAC program by calling (866) 280-8300 or by emailing armacsupport@arkedu.k12.ar.us to receive more information on how to participate in the ARMAC program.

3. **Due to ARMAC being an internet-based program, how can a participant be included in this program if he or she does not have access to a computer?**

A personal email address for the participant may be used in order that he or she can access the moment from any location. For participants who do not have email or computer access, hardcopy moments can be forwarded to them by their coder to allow each participants to document his or her responses to time study moments and return them to the coder for coding in the ARMAC system. (To utilize the paperless ARMAC process to its fullest potential and to increase the efficiency and timeliness of the program, the email method is preferred).

4. **Why am I unable to click on the hyperlink when trying to verify my email address as requested by the ARMAC system or access a random moment?**

Try to copy and paste the URL into your web browser or change email view format from http to plain text.

5. **How can I receive help with ARMAC issues or contact an individual at ARMAC to assist me with questions about the online system or random moment response or entry?**

Either submit your questions via email by contacting armacsupport@arkedu.k12.ar.us or call our office at (501) 835-2093 or toll free at (866) 280-8300.

6. **Where can I receive printed information on the ARMAC program, an ARMAC system User Guide, details on ARMAC activity codes and important date information relating to the ARMAC program?**

Detailed information on the ARMAC program and user information can be accessed at <http://arksped.k12.ar.us/sections/medicaid.html>.

7. **Within the district, which employees are supposed to be participating in the program?**

All district employees that spend a percentage of their time completing Medicaid-related administrative activities should be involved in the program. Typically this includes nurses, therapists, guidance counselors, billing clerks, administrators, school psychology specialists, and special education teachers. Other employees, as well as contract staff can be involved as well.