ATTACHMENT D

Coder ARMAC FAQs

1.   **Who should be included in ARMAC training as "participants"?**

      District or coop personnel who should be trained as participants include related services therapists, guidance counselors, special education teachers, self-contained classroom teachers, nurses, and billing clerks.

2.   **Why do some missing moments automatically get filed under the complete tab?**

      This occurs when a moment expires. In order for a moment to be included in the sample, it must be responded to and coded within 10 days of being sent to the participant.

3.   **What happens if a participant mistakenly deletes the email containing a random moment sample?**

      The ARMAC system will automatically resend the random moment sample email the next day to the participant and again each day until the participant responds to the moment. (All moments must be answered and coded within 10 calendar days to avoid the moment automatically expiring).

4.   **Why is an ARMAC system user unable to access the ARMAC system after clicking a moment or email verification hyperlink? Error message received: "Server cannot be found…"**

      Make sure the individual has Internet access/capabilities. ARMAC is an internet-based program that cannot be accessed if the user does not have or is not connected to an Internet source.

5.   **What do I do when I'm not able to access the ARMAC system?**

      Make sure you are entering your correct ARMAC issued user name and password or contact your district's coordinator for ARMAC training (only district personnel who have completed ARMAC training and the ARMAC Participant's Entrance Exam if trained by the ARMAC CD, will be granted access to the ARMAC system).

6.   **Why does the ARMAC system not allow me to type or enter text into the response or narrative section on a participant's moment?**

Either the moment is opened or accessed by a coder through the ARMAC Random Moment's Page and not the participant or it has already been answered by the participant and text cannot be entered, edited, or deleted.

7. **Why are my ARMAC features or tabs inaccessible or seemingly disabled?**

    Ensure that your web browser is compatible for the ARMAC Time Study Application (i.e. Internet Explorer version 5.0 or higher).

8. **What should I do if a participant's response is not clear or cannot be assigned a code?**

    You should reject the response. This is completed by keying-in specific, yet concise question or comment that seeks to clarify what activity the participant was originally doing. Once you have keyed-in the response, press the "Reject Response" button. For guidance on appropriate questions/comments related to moment rejection, please see the *Coding Made Easy* reference guide available on the special education website under the Medicaid in the Schools section.

9. **Why am I not able to change or correct an activity code for a coded moment?**

    To ensure the validity of ARMAC data, coders must contact ADE ARMAC System Administrators to override and enter a corrected code for a completed moment. You will receive the following message at the bottom of the Random Moments Entry Page for all coded moments in the "Completed" status: "Any changes to this moment is not allowed at this time because the Moment is already in Complete Status. Only the ARMAC Administrators can makes changes to a Moment that is Complete."

10. **What happens if a participant is unable to respond to a moment due to being out on leave?**

    The district coder will code activity as Code 10 (General Administration and note the reason for coding for participant (see "Reason" drop down list on the Random Moments Entry Page containing reasons why the coder is responding for the participant).

11. **When I reject a participant response, shouldn't the status of the moment change from "I" (Incomplete) to "R" (rejected)?**

    If you rejected the participant response, the moment will be listed as "R" on the moments screen. Once the rejected moment has been responded to, the status will change to "E", which would then allow you to code the moment. If the status of a rejected moment remains "I", then the coder should attempt to reject the moment again. This can be accomplished by engaging the

moment link, then asking the question or comment, then pressing the "Reject Response" key. If the moment continues to be listed inappropriately, let the ARMAC administrator know by calling 1-866-280-8300 or emailing us at armacsupport@arkedu.k12.ar.us.

12. **Why is a coder unable to locate a previous moment accessed under the "Missing" moments' tab?**

Look under the "Incomplete" or "All Moment's" tabs on Random Moments Page as participant may have since responded to a "Missing" moment, which would now correctly be listed under another tab. The same applies for previously accessed "Rejected" moments that were located under the "Rejected" moment's tab. The participant may have since responded and the moment would now be accessed under the "Rejected but Incomplete" tab requiring coding by the coder.

13. **As a coder, why do I receive a Daily Random Moments Summary email for my district?**

The ARMAC system automatically generates a daily summary email for your district to provide you with a snapshot summary of the activity for your district at the beginning of each day. This will allow you have a general summary of the status of all moments for your district and provide you with a quick review of what category of moments need either follow up with participants on "Missing" moments that may soon expire or moments that are "Incomplete" that require coding. This simply serves as a reminder of what activities requires attention.

14. **When in the "All Moments" tab on the Random Moments Page, what does "Total All Moments" and "Total Displayed" indicate?**

The "Total All Moments" indicates the total number of moments your district will receive for the time study period. The "Total Displayed" indicates the total number of moments displayed to date.

15. **In reviewing the district completed and coded moments, why is the number of reimbursable activities not higher? –**

On average, districts provide a greater number of services, which are categorized as School Related and Educational Activities, Direct Medical Services, and General Administration. The percent of time expended on reimbursable activities are on average done at a much lesser amount of time. Also, the final calculated claim for each district will take into account the statewide average amount of time spent on Medicaid related administrative duties, not just the specific district's amount of time.