
ATTACHMENT E

Participant ARMAC FAQs

Arkansas Medicaid Administrative Claiming Frequently Asked Questions
• Participant Information •

1. **When an ARMAC Time Study begins, how am I notified that I have been selected to participate in the time study?**

A week prior to the Time Study, you will receive an ARMAC Notification email notifying you that you have been selected for the following week's time study and to be on the look out for your actual ARMAC Random Moment that will require a response.

2. **After receiving my ARMAC Random Moment, how do I respond and know that I responded successfully?**

On or after the time noted for your moment, you must click on the embedded link below the date that begins with "http://:arksped..." located in the original ARMAC Random Moment email that was forwarded to you. This will open the ARMAC system where you actually need to note your response. Your response must be entered into the ARMAC system for appropriate coding by your district's coder. After entering your response, hit the "Save Response" button and you should receive the message "Time Study Complete".

3. **What information should I include in my answer to the time study question?**

The response should be concise, yet specific, describing the activity that you were doing at the time of the moment. Emphasis should be placed on the activity being completed (I.E. reviewing records, referring a student for a doctor's appointment, coordinating the related services listed on an IEP). Names of meetings, conferences, etc. are not required to be mentioned in your response. Please refrain from including personal identifiable information (student name, social security number, date of birth) in your answers.

4. **Why am I receiving an email asking me to resubmit my random moment response by following the "Process for responding to ARMAC moments"?**

You must click on the embedded link below your moment date and time that begins with "http://:arksped..." located in the original email that was forwarded to you. This will open the ARMAC Time Study Application where you must document your response in the allotted ARMAC Response section for your response to be accurately captured in the ARMAC database.

Please note: If you hit the reply button in your email program (Outlook, GroupWise, etc.) containing the original email message with a response, you will be asked to resubmit using the process outlined above.

5. What does it mean when I try to respond to a “moment” and receive the message “*Future Moment! Cannot show moment because this moment occurs in the future?*”

Verify the time of the moment. Moments can only be opened on or after the time noted.

6. After I successfully respond to a moment, why is it later returned to me as “Rejected by the Coder”?

Coders must receive enough information in a participant’s response to appropriately assign an ARMAC Activity Code. While participants should word their responses in a concise manner that provides the coder with enough information to code the response, participants should avoid such general responses as “Talking on the telephone with a parent”. This will cause a moment to be rejected by the coder and a request made for additional information or clarification. Add a specific description of the activity such as “talking on the telephone with a parent to coordinate physician’s appointment” Please note: Names of children should not be included in any responses.

7. What is the “Notify Admin” button on the Random Moments Entry Page?

This button is only to be used if you are not the correct recipient as listed on the Random Moments Entry information. Do not use this button in an attempt to save your response or notify ADE ARMAC Administrators of needed corrections to your information. Please email the ARMAC Administrators to notify of any changes to your information or to receive assistance by emailing armacsupport@arkedu.k12.ar.us.

8. Why do I receive frequent requests for moments sampling or receive more than one moment sample a day?

Due to the random nature of the time study, participants may be sampled more than once a day. Participant selection is not weighted by district or by position. On average, every participant has an equal chance of being selected for sampling which includes the number of times each participant is actually sampled per time study. As the statewide pool for participants grows, the frequency and number of times participants are sampled per time study will be less concentrated.