



**SCHOOL HEALTH SERVICES**

Creating and Sustaining a Healthy School Culture  
501-683-3604

## Helpful Hints

### **Arkansas Medicaid Administrative Claiming (ARMAC)**

1. In order for emails from ADE.ARMAC@arkansas.gov to arrive in an email inbox, ADE.ARMAC@arkansas.gov should be saved to the ARMAC participant's email contacts. Otherwise moments and eligibility test links may arrive in the junk folder. If issues related to receiving emails from the system continue, the participant should contact district IT personnel to check the email filtering system at the server level.
2. Some organizations do not allow personnel to open links in an email. If this is the case, individuals may have to copy and paste links from ADE.ARMAC@arkansas.gov into their web browser. If this does not work, IT should be contacted to check the computer settings.
3. When responding to an emailed moment, use the time and date listed in the moment to answer all three questions. Do not use the time and date the email was received.
4. ARMAC participants who do not respond to moments in consecutive quarters will have their status changed to "inactive". This will decrease the amount that the district will be reimbursed in the future.
5. ARMAC participants will receive an email 3 days before receiving the actual "moment". The actual moment will be sent in another email, containing the date and time selected for response. Participants have 5 days to answer each moment. If the participant does not respond on the first day, emails will be sent on the 2nd, 3rd, and 5th days with a reminder to respond to the random moment.
6. ARMAC rosters should be monitored by the district's designated ARMAC coordinator on a quarterly basis. If a participant is no longer employed by the district, the Arkansas Department of Education (ADE) must be notified within 5 days.





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7. If a response is rejected, the participant will receive a subsequent email requesting more information regarding the participant's activity. The ADE needs more clarity on the initial response. If this happens, simply respond with more information, following the three guiding questions:

What were you doing?

Who were you with?

Why were you doing it?

If a rejected moment does not receive a clearer response, then it will be treated the same as a non-response.

8. Ultimately the district's superintendent determines which employees will participate in the ARMAC program. If an individual is selected for a moment, the employee is required to provide a description of the activity at the time of the moment.
9. Once an ARMAC moment has been completed, the link that leads to the response will not work a second time. There is no danger of creating a double entry. If a link to a moment is functional, then it must be completed.

