

Arkansas Medicaid Administrative Claiming (ARMAC)

Coordinator Handbook

***Division of Elementary &
Secondary Education
Medicaid in the Schools***



SCHOOL HEALTH SERVICES
Creating and Sustaining a Healthy School Culture

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WHAT IS ARMAC?

Medicaid Administrative Claiming is a federally funded program administered by the Centers for Medicare and Medicaid Services (CMS). This program provides school districts with the ability to receive reimbursement for certain administrative services which address student health needs. The Arkansas Medicaid Administrative Claiming (ARMAC) program is the online Random Moment Time Study system used to identify and categorize Medicaid administrative activities performed by Arkansas public school employees. The time study serves as the basis for developing claims based on the costs of administrative activities that may be reimbursed by Medicaid. Medicaid Administrative Claiming is a reimbursement of funds already expended by the school district related to activities that are in support of the Arkansas Medicaid program. Participating school districts are reimbursed quarterly for the costs incurred in providing allowable Medicaid administrative activities.

The revenue generated by the ARMAC program is dedicated to the provision of health services and may be used to facilitate, improve and expand the level and quality of health and medical services provided to all students within the district.

ARMAC CONTACT INFORMATION

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GETTING STARTED

1. Contact Medicaid in the Schools (MITS) to enroll in the ARMAC Program at (501) 682-4238 or ade.armacspecialist@ade.arkansas.gov.
2. An ARMAC Interagency Agreement will be mailed to your district or education service cooperative. The Superintendent/Director will need to sign and return the agreement by mail.
3. The district or education service cooperative will establish an ARMAC Coordinator by designating an employee with the job assignment code MAC-C in eFinance.
4. The district or education service cooperative will establish an ARMAC Participant Roster by designating certain district/Education Service Cooperative employees with the job assignment code MAC-P in eFinance. (see Participant Roster Recommendations on page 7).
5. A link to access the online training will be e-mailed to the ARMAC Coordinator and ARMAC Participants. Coordinators and participants MUST complete the annual online training prior to being included in the Random Moment Time Study. A coordinator, who is also a participant, will be required to take the test per ARMAC role. Failure to complete the test, will cause the participant to remain inactive. As a result, the participant will not be eligible for a random moment and the participant's cost will not count toward the district's claim.
6. The ARMAC system email address should be saved as an email contact, to ensure ARMAC communication is received by the coordinator and participants.
ade.armac@ade.arkansas.gov
7. Coordinators have access to the district's ARMAC Dashboard. The ARMAC Dashboard may be accessed on the Division of Elementary and Secondary Education website> Arkansas Medicaid in the Schools> ARMAC> [ARMAC Coordinator Dashboard](#). ARMAC Coordinators may use the dashboard to monitor various aspects of the district's ARMAC program, including annual participant testing, participant's responses to random moments, etc.

WHY IS ARMAC TRAINING REQUIRED?

1. Federal regulations require that all participants be trained on a yearly basis.
2. Training ensures that participants understand the ARMAC program and can properly answer moments in a concise, specific manner which allows for accurate coding of the employee's activity as it relates to Medicaid.
3. Training provides participants with a fundamental knowledge of ARMAC and the financial impact it can have for districts.

PARTICIPANT ROSTERS

1. Districts must designate the ARMAC Participant Roster annually using the MAC-P job assignment code in eFinance. The DESE generates a statewide report from eFinance, using the job assignment code MAC-P, prior to Quarter I of each school year. All participants must be an employee of the district and at least partially paid from state/local funds.
2. Participant selection should be based on employee activities that would most likely include administrative oversight for addressing student health needs. A list of participant recommendations can be found on the ARMAC website Division of Elementary and Secondary Education website> Arkansas Medicaid in the Schools>ARMAC>[ARMAC Roster Participant Recommendation](#).
3. The ARMAC timeline will be posted on the ARMAC page of the Division of Elementary and Secondary Education website> Arkansas Medicaid in the Schools>ARMAC>[ARMAC Timeline](#) as well as published in a Commissioner's Memo.
4. State and local funded quarterly salary and benefit costs associated with each position are pulled from payroll reports provided by eFinance. For all participants added after October 1, salary and benefit costs should be reported to Medicaid in the Schools (MITS). A 4-quarter average is used for salary and benefit cost listing. Take the annual salary and benefit cost, divide each by 4.
5. Notify the ARMAC Specialist, by completing the Participant Adjustment Form (Division of Elementary and Secondary Education website> Arkansas Medicaid in the Schools> ARMAC>[ARMAC Roster Participant Adjustment Form](#)), if a participant needs to be removed from the roster. Audit issues may ensue, if reimbursement is received for a participant that is no longer an employee of that district.

PARTICIPANT ROSTER RECOMMENDATIONS

The following list is a compilation of recommended positions to include as participants in the ARMAC Time Study System under the federally approved ARMAC guidelines. This is not an inclusive list. The participant selection should be based on activities that would most likely include administrative oversight for addressing student health needs. All participants must be an employee of the district and at least partially paid from state/local funds.

Accountant	Federal Coordinator
Administrative Assistant	Finance Officer
Assistant Principal	GT Coordinator
Asst. Superintendent	Guidance Counselor
Audiologist	LEA Supervisor
Audiologist Assistant	Literacy Coach
Behavior Specialist	Mental Health Therapist
Bilingual Specialist	Nurse (RN or LPN)
Billing Clerk	Occupational Therapist
Bookkeeper	Occupational Therapy Assistant
Business Manager	Paraprofessional
Campus Security Officer	Parent Coordinator
Curriculum Supervisor	Personal Care Aide
Dean of Students	Physical Therapist
Designated Medicaid Liaison	Physical Therapy Assistant
Dietician	Principal
Director of Health Services	Psychological Examiner
Director of Special Education	Psychological Paraprofessional
Director of Student Services	Psychologist
Due Process Coordinator	Psychotherapist
Early Childhood SpEd Instr.	School Psychology Specialist
Educational Examiner	School Social Worker
Educational Hearing Specialist	Secretary
Educational Interpreter	Special Education Teacher
Educational Vision Specialist	Speech Therapist
ESC Assistant Director	Speech Therapy Assistant
ESC Director	Superintendent

CLAIM CALCULATION

ARMAC reimbursement is based on 4 quarterly claiming periods. The standard state fiscal year (July 1 – June 30) is used for the reporting periods.

Quarterly claim calculation is based on the following:

- District salary and benefit costs
- County Medicaid eligibility percentages
- Statewide unrestricted cost rate
- 50% Federal Financial Participation (FFP) rate

DISTRICT UPDATES

Districts may utilize the ARMAC Participant Adjustment Form to make changes to the district roster throughout the school year as employees' personnel information changes and to add or remove participants. Participant status changes/updates should be submitted to ade.armacspecialist@ade.arkansas.gov, on the ARMAC Participant Adjustment Form. The ARMAC Participant Adjustment Form can be found in the ARMAC dashboard, on the participant tab or Division of Elementary and Secondary Education website > Arkansas Medicaid in the Schools > ARMAC > [ARMAC Coordinator Dashboard](#).

The following information should be kept up to date at all times:

- ARMAC Coordinator
- Email
- Job Title
- Name
- Participant Cost (Salary and Benefits)
- Participant Status (Active or Inactive)

RANDOM MOMENT TIME STUDY (RMTS)

The ARMAC Time Study System is based on the generation and subsequent responses of a set amount of random moments. Moments are generated at the beginning of every quarter and paired with randomly selected participants to be sent throughout the quarter. In order for the time study to be reliable, random moments should be answered accurately by participants.

The following information outlines the random moment standards Medicaid in the Schools (MITS) uses for the ARMAC Program:

1. Participants are given a 3 day advance notice of a random moment email.
2. All emailed random moments must be answered within a 5 day period. A moment becomes active as of the date and time stamp in the email.
3. It is important that each participant's answer is clear, concise, yet specific. Responses should not include confidential information, such as: child's name or Medicaid number.
4. All ARMAC Coordinators should access the "Random Moment" tab in the ARMAC Dashboard to monitor participant's responses to emailed moments. Moments are coded with a color system to aid in monitoring.
 - **GREEN**- Day 1 or 2, Moment has been sent and/or participant has responded. No coordinator action required.
 - **ORANGE**- Day 3 or 4, Participant has not responded Coordinator should facilitate the participant's follow through.
 - **RED**- Day 5, Participant has not responded Last day participant may respond. Coordinator should facilitate the participant's follow through.
 - **EXPIRED**- Day 6, Participant has not responded The moment is no longer available for response.
 - **REJECTED**- Medicaid in the Schools (MITS) has requested more information from participant for coding purposes. Participants will receive a second email related to the random moment requesting clarification of activities. Participants should respond to the rejected moment within 5 business days.

ALLOWABLE EXPENDITURES

The revenue generated by the ARMAC program is dedicated to the provision of health services and may be used to facilitate, improve and expand the level and quality of health and medical services provided to all students within the district.

Examples of how ARMAC reimbursement may be used includes, but is not limited to the following:

- Nursing salaries
- Therapy salaries
- Health related supplies
- Computers for nurses, therapists, other medical staff
- Therapy related equipment
- Medical related training for therapy and nursing
- Coordinated School Health
- School Based Health Centers
- Supplemental AEDs (automated external defibrillator)
- Contracted mental health services
- School-based mental health services
- Special Ed transportation
- Playground equipment
- PE supplies/equipment
- Expanding healthier options in the school cafeteria
- Doctor visit copays for high needs students

FREQUENTLY ASKED QUESTIONS

1. **What is ARMAC?** ARMAC is the Arkansas Medicaid Administrative Claiming program. ARMAC allows districts to be reimbursed for certain administrative activities related to the Medicaid program. Districts participate to receive reimbursement for activities staff are already performing.
2. **Can I contact someone for help regarding ARMAC?** Yes. Direct questions to the ARMAC Specialist by calling (501) 682-4238 or email ade.armacspecialist@ade.arkansas.gov.
3. **Will coordinator's receive their passwords for the ARMAC dashboard through email?** Yes. After successfully passing the eligibility test, coordinator's will receive an email that includes their User ID and password activation link.
4. **Is there a place to check participant testing status?** Yes. Access to the ARMAC Dashboard is available from the Division of Elementary and Secondary Education website> Arkansas Medicaid in the Schools>[ARMAC Coordinator Dashboard](#).
5. **Is there an online resource available that includes the amount of ARMAC funds a district received in prior years?** Yes. Medicaid billing profiles are available from the Division of Elementary and Secondary Education website> Arkansas Medicaid in the Schools> [Medicaid Billing Profiles](#). Medicaid and ARMAC totals are listed for all districts by fiscal year.
6. **If the hyperlink to verify my email address or access a random moment does not work, is there another option to access it?** Yes. Copy and paste the URL into your web browser or change email view format from http to plain text. If you continue to have problems, contact a district technology staff member to check the email settings.
7. **Is there a suggested list of ARMAC Participants available?** Yes, see the ARMAC Roster Participant Recommendation on [page 7](#) of the ARMAC Coordinator Handbook.
8. **Is there a procedure to follow when a participant does not receive a moment or deletes it?** Yes. First, the coordinator should verify participant email is correct in the dashboard. If correct, the participant should check their spam/deleted folder. If the moment is not located, the coordinator may contact the DESE ARMAC Specialist at ade.armacspecialist@ade.arkansas.gov, to request the moment be resent. NOTE: Expired moments cannot be resent.

9. **Does the previous year's information in the dashboard roll over to the new fiscal year?** No. At the beginning of each school year, a new data pull is received from eFinance and uploaded into the dashboard.
10. **Does the previous year's MAC-P/MAC-Cs in e-finance roll over to the new fiscal year?** Yes. MAC-P/MAC-Cs will still be designated in eFinance and will be pulled at the beginning of the school year for the dashboard.
11. **If an employee left the district in the previous school year, is an adjustment form needed to remove the participant for the new school year?** No. The MAC-P designation should be removed prior to the first quarter pull for participants that are no longer employed by the district.
12. **Can a LEA Supervisor paid through a co-op, but housed at a school as an LEA, allowed to be an ARMAC participant or coordinator?** No. ARMAC participants and coordinators must be an employee of the district to be in the eFinance system for that district.
13. **Should action be taken if an employee is initially paid with a state funding source, then the salary/benefits is subsequently redistributed to a federal fund?** Yes. As soon as the change occurs, a participant adjustment form should be completed and emailed to the ARMAC specialist at ade.armacspecialist@ade.arkansas.gov.
14. **Can the school secretary/bookkeeper be a participant?** Yes. The school secretary is often the first point of contact for questions about Medicaid and health related services.
15. **Can the director of child nutrition be included as a participant?** Yes, if the child nutrition director is paid, at least partially, from a state/local funding source.
16. **If nothing has changed with the coordinator, does anything need to be adjusted in eFinance?** No. Changes do not need to be made if the coordinator still has a job assignment code of MAC-C.
17. **Should records be retained for every random moment, no matter how the moment is coded?** No. Only records for moments that are coded discounted or non-discounted (1b, 2b, 5b, 6b, 7b, 9b) require records that support the response to be retained. ARMAC record retention requires records to be kept for at least 7 years for auditing purposes.
19. **If an employee is on Family Medical Leave Act (FMLA) should action be taken as far as receiving random moments or completing tests?** Yes. An adjustment form to change the participant to inactive should be sent to the ARMAC Specialist. When the individual returns from leave, an adjustment form should be sent in to re-activate the participant.

20. **Is there a report that can be printed to show who currently is designated as MAC-P participants?** Yes. The Cognos ARMAC participant file path Team Content>Financial Management System>Personnel>ARMAC>ARMAC Roster Verification Report in eFinance will show all MAC-P participants.
21. **Is there a set percentage of an employee's salary/benefits that must be state/local funded to be eligible as an ARMAC participant?** No. Federal guidelines do not require a set percentage. If part of the employee's salary is paid with state funds, the employee is eligible to be an ARMAC participant.
22. **Is it possible to see if and when a participant took their test or answered a moment?** Yes. The district coordinator has access to the ARMAC dashboard, which shows the status of each participant's test and moments. Coordinators should review the ARMAC dashboard, at least weekly, for updates.
23. **If a participant leaves after the roster verification period, does an adjustment form need to be completed?** Yes. Any change after the verification period requires the completion of a Participant Adjustment Form.
24. **Where does the district Medicaid eligible percentage come from?** The district Medicaid rates are derived from calculating the number of Medicaid eligible children, per county ages 6-17 and public school enrollment per county ages 6-17.
25. **If a participant fails to complete the initial training/testing, will they remain INACTIVE for the remainder of the school year?** No. If a participant fails to complete the test by the 1st quarter deadline, the individual is encouraged to complete the training and take the test before the next quarter deadline.
26. **Is it necessary to complete a participant adjustment form, to make changes?** Yes. The adjustment form must be submitted for any change that occurs, including adding new participants or changing an existing participant's information after the initial e-Finance pull at the beginning of the first quarter. (i.e.; email, name, salary, funding source, removing a participant, changing coordinator, etc.)
27. **Is it ok if participants are listed multiple times on the ARMAC Cognos report?** Yes. Participants paid from more than one funding source will be listed multiple times.
28. **Can a district change the designated coordinator mid-year?** Yes. Send a participant adjustment form to ade.armacspecialist@ade.arkansas.gov to deactivate the current coordinator and to add the new coordinator. Once added to the dashboard, the new coordinator will be emailed the training/testing link to complete.

NOTES

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MITS CONTACTS

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