Community Partners & Stakeholders
Frequently Asked Questions

Access Arkansas is a website for Arkansans to apply for DHS benefits. DHS is updating Access Arkansas to make it easier to use and give our clients more options to apply for and manage their benefits online. Community Partners serve people in Arkansas by helping them to get connected to Health Care (Medicaid), Supplemental Nutrition Assistance Program (SNAP), and Transitional Employment Assistance (TEA) benefits they may be eligible to get. Community Partners may soon even help Arkansans apply for benefits. That's why it's important that our Community Partners know about the updated Access Arkansas.

1. **What are the new features of the updated Access Arkansas?**
    Once it's up and running in every county, DHS clients will a have a one-stop shop to:
    - Use a single application for their entire family
    - Report changes to the information we have on record for them
    - Renew benefits
    - Upload and send documents
    - Check the status of applications and renewals
    - Read notices and set up alerts for updates

2. **When will the updated Access Arkansas be available?**
    The updated Access Arkansas for Health Care is now available in all counties. We are updating the system for Supplemental Nutrition Assistance Program (SNAP) and Transitional Employment Assistance (TEA). These new features are available now in Carroll, Hot Spring, Independence, Lafayette, and Pope counties, and they will be added for residents in the rest of the state on a rolling basis. As always, clients will still be able to fax, mail, or contact their local county office to manage their benefits.

3. **Is it called ARIES or Access Arkansas?**
    Updates were made to Access Arkansas, so clients will see new features and a new look to Access.Arkansas.gov. However, behind the scenes, workers will use the new ARIES worker portal to process client information.

4. **Why did you change the system? What are the benefits?**
    DHS is updating Access Arkansas to offer improved client service, integrated eligibility across programs, and additional features like the ability to use one application to apply for the whole family, upload documents directly to an online account, report changes to information, get email and text notifications, and view the site on a computer or mobile device 24 hours a day, 7 days a week.

5. **Can we expect electronic applications to be a faster process than paper?**
    Yes, we expect applications will be processed more quickly and more efficiently since all Health Care, SNAP and TEA categories will now be included in Access Arkansas. Previously client eligibility

for benefits was decided by two separate systems.

6. **What can community partners do to help clients as they begin to use this updated site?**
   - Put up our flyer in their offices or clinics starting July 6, 2021.
   - Take a look at our toolkit for community partners to get all the information you need.
   - Watch the videos for clients in our client toolkit that show how to use the site. If clients have questions, make sure they know about our helpline, 1-855-372-1084, or website humanservices.arkansas.gov.
   - Send us your feedback by emailing Ask.ARIES@dhs.arkansas.gov or by calling 1-855-372-1084.

7. **Will the videos and other educational materials be available in multiple languages?**
   The website and notices are available now in English and will soon be available in Spanish, and Marshallese.

8. **Will Long-Term Services and Supports (LTSS/LTC/SNF) be included as part of ARIES Health Care?**
   Yes, all types of Health Care, including Long-Term Care, will be included in ARIES.

9. **What if the clients have limited access to computers or do not use email?**
   - Clients may designate an Authorized Representative to view or manage benefits for them.
   - Clients can still choose to complete applications by paper or phone.
   - They will get paper notices unless they choose to go paperless.
   - Information can still be faxed, mailed, or delivered in person.

10. **Can the notifications go to someone else other than the client, with the client approval, so that we are better able to help them?**
    Authorized Representatives can be chosen by clients to help view or manage benefits for them. This can be done easily online if the Authorized Representative creates an updated Access Arkansas account and links it to the client's case.

11. **How long are Authorized Representatives associated with cases?**
    Authorized representatives are associated with a client's case until the client declares they no longer want that person as their Authorized Representative, or the Authorized Representative declares they no longer want to be associated with that client's case. At that point, the Authorized Representative is removed.

12. **I often complete applications for people in different counties, but I work in Pope County. Will I have a problem completing applications for clients in different counties?**

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You should not have any problems. Clients in the five Pilot counties will begin using the updated Access Arkansas, but DHS will accept all application types and versions.

13. How do we access the new application for health care, SNAP and TEA?
- The updated Access Arkansas uses one application for the entire family to apply for all Health Care programs. By the end of 2021, clients in all counties will also be able to apply for and renew their SNAP and TEA benefits.
- A new paper application, the DCO-0004 has been created to combine all paper applications into one application. It is available in English, Spanish, and Marshallese on the DHS website: https://humanservices.arkansas.gov/divisions-shared-services/county-operations/forms-documents/

14. I still have some of the older application forms. How long can I submit them?
We will continue to accept them, but we will stop providing them because we have a new paper application that includes all former forms combined into one integrated application.