Overview

Arkansas Integrated Eligibility System (ARIES)

and Enterprise Master Client Index (EMCI)

The Arkansas Integrated Eligibility System (ARIES) is Arkansas Department of Human Services' integrated eligibility and benefit management solution. Developed and piloted between 2019 and 2022, the Centers for Medicare and Medicaid (CMS) and Food and Nutrition Services (FNS) certified system was fully operational in May 2022. ARIES is the system of record for eligibility determinations and benefit issuance for Medicaid, the Supplemental Nutrition Assistance Program (SNAP), Transitional Employment Assistance (TEA/TANF), and Summer Electronic Benefit Transfer (EBT). ARIES passes information to the Medicaid claims processing system where Medicaid claims from medical providers are processed for timely payments and to the EBT system where EBT cards are issued and loaded with benefits for SNAP, TEA, and Summer EBT.

ARIES processes benefits for more than 247,000 SNAP recipients, more than 880,000 Medicaid and CHIP recipients, over 2,000 TEA recipients, and over 336,000 Summer EBT recipients, including over $40,000,000 in benefit issuance for Summer 2025. Each year, the DHS Division of County Operations (DCO) receives over 400,000 applications, completes more than 730,000 renewals, and processes over 700,000 changes and other actions for Medicaid, SNAP, and TEA in ARIES. Access Arkansas, the website that allows Arkansans to apply for, manage, and renew benefits has over 60,000 active accounts and averages over 100,000 unique log-ins each month. There are over 2,000 users in the ARIES Worker Portal including case workers, clerical staff, supervisors, and others.

ARIES includes the following primary applications: Worker Portal, Citizen Portal (including Provider Portal and Community Partner Portal), Enterprise Master Client Index (EMCI), IBM Security Verify (IBM ISV), and data management and analytics. Arkansas' system integrator for ARIES/EMCI is Deloitte. ARIES is built on Deloitte's NexGen solution. The EMCI tool is Informatica Data Director (IDD). Deloitte continues to maintain and enhance ARIES / EMCI.

ARIES functionality varies across programs, but generally spans the functions of pre- screening, consolidating application data, qualifying eligibility, performing benefits management, performing case management, confirming redeterminations, handling change of circumstances, and tracking overpayments to clients. ARIES also has an Enterprise Level of Care module that includes both Provider Portal and Worker Portal functionality to support level of care determinations.