access ARKANSAS

Fact Sheet

Community Partners & Stakeholders Frequently Asked Questions

Access Arkansas is a website for Arkansans to apply for DHS benefits. DHS has updated 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 help Arkansans apply for benefits. It's important that our Community Partners know about the updated Access Arkansas.

1. What are the features of the updated Access Arkansas?

DHS clients 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. Where is Access Arkansas available?

Access Arkansas for Health Care, SNAP and TEA is available in all counties. As always, clients are still able to fax, mail, or contact their local county office to manage their benefits.

3. Is it called ARIES or Access Arkansas?

Access.Arkansas.gov is the site where clients may apply for services; it also has program information. Workers use the ARIES Worker Portal to process client eligibility.

4. What are the benefits of Access Arkansas?

Access Arkansas offers 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, applications are processed more quickly and more efficiently through Access Arkansas.

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6. What can community partners do to help clients

- 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. Are 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. Are Long-Term Services and Supports (LTSS/LTC/SNF) included as part of ARIES Health Care?

Yes, all types of Health Care, including Long-Term Care, are 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.

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12. I often complete applications for people in different counties. Will I have a problem completing applications for clients in different counties? No.

13. How do we access the application for health care, SNAP and TEA?

- Access Arkansas uses one application for the entire family to apply for all Health Care programs.
- the DCO-0004 paper application 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 prior to the new application released July 2025. How long can I submit them?

We will continue to accept them, but we will stop providing them.