

If you have registered with the ARBenefits System and you are logging in as a member, you can use your **Member Number as your Username. Find my Member Number**

[Forgot Password?](#)

**Login**

**Register**

*THE NEW*

## Important Links

 [Forms & Publications](#)  
Arkansas State  
Public School

 [Benefits](#)  
Arkansas State  
Public School

 [Board Information](#)  
Access Meetings & Minutes

 [Plan Documents](#)  
Summary Plan Descriptions  
Preferred Drug List

 [Health Enhancement](#)  
Research & Helpful Links

 [Governance Policies](#)

# ARBenefits

## MEMBER PORTAL

## Latest News

 **Physical Address**  
501 Woodlane St., Suite 500  
Little Rock, AR 72201  
[Get Driving Directions](#)

 **Mailing Address**  
P.O. Box 15610  
Little Rock, AR 72231

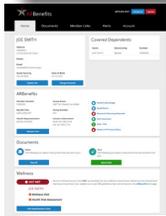
 **(877) 815-1017** Toll Free  
**(501) 682-9656** Local



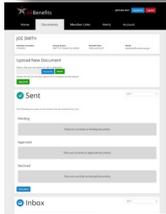
# CONTENTS



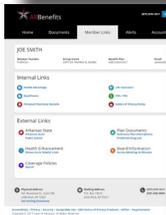
Login Screen ..... 4



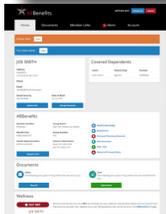
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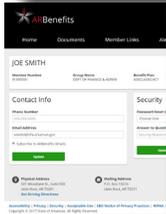
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Alerts ..... 12



Account/Things to Remember ..... 14

## Need Assistance?

The EBD office is open  
Monday - Friday  
8 a.m. - 4:30 p.m. CST

Phone  
1-877-815-1017x1  
501-682-9656

Email  
AskEBD@dfa.arkansas.gov

# NEW PORTAL

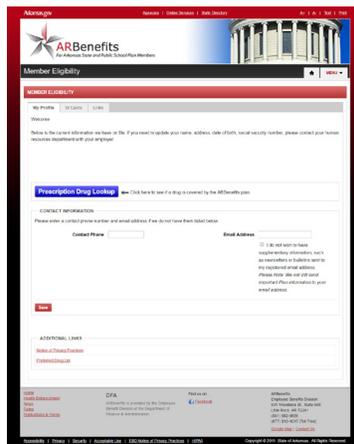
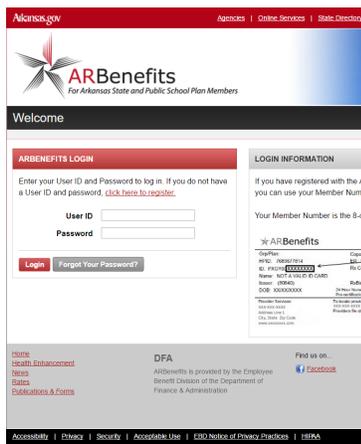
Welcome to the new ARBenefits member portal. The redesign not only makes using the portal more member friendly, it also puts more options at the finger tips of our members.

Features like being able to order or print replacement cards, and online enrollment remain. However, a new document upload feature has been developed for year-round use, as well as a new alert system that gives EBD another way to communicate with our members.

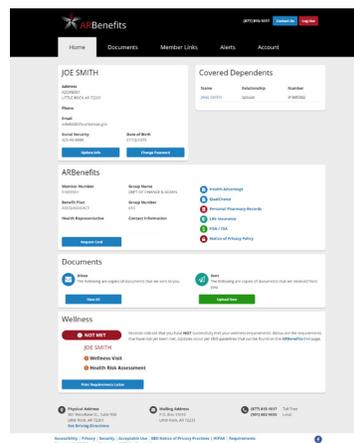
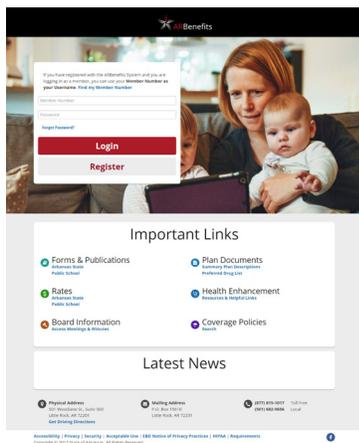
We hope you take the time to check out the new portal, and find using it a pleasant experience.

Sincerely,  
ARBenefits

## Out with the old...



## In with the new...





1

If you have registered with the ARBenefits System and you are logging in as a member, you can use your **Member Number** as your Username. [Find my Member Number](#)

Member Number

Password

[Forgot Password?](#)

**Login**

**Register**

**Register User Access**

Fill in the form below to receive your user ID and password for the ARBenefits system.

User Information	Password and Security Question
<b>Social Security Number</b> <input type="text"/> <small>The more populated your account is, the more characters long and more it meets at least one of the following criteria:</small> <ul style="list-style-type: none"> <li>Contains at least one uppercase letter</li> <li>Contains at least one lowercase letter</li> <li>Contains at least one numeric digit (0-9)</li> <li>Contains at least one special character ( ! , @ , # , % , ^ , * , &amp; , ~ )</li> </ul>	<b>Password</b> <input type="password"/> <small>The more populated your account is, the more characters long and more it meets at least one of the following criteria:</small> <ul style="list-style-type: none"> <li>Contains at least one uppercase letter</li> <li>Contains at least one lowercase letter</li> <li>Contains at least one numeric digit (0-9)</li> <li>Contains at least one special character ( ! , @ , # , % , ^ , * , &amp; , ~ )</li> </ul>
<b>Last Name</b> <input type="text"/>	<b>Confirm Password</b> <input type="password"/>
<b>First Name</b> <input type="text"/>	<b>Password Reset Question</b> <input type="text"/>
<b>Date of Birth</b> <input type="text"/>	<b>Answer to Question</b> <input type="text"/>
<b>Email Address</b> <small>Required to receive notices from the ARBenefits system.</small> <input type="text"/>	
<b>Terms and Conditions</b> <small>By clicking the Submit button below, I acknowledge that my registration will allow access to the ARBenefits System and Systems and understand the following:</small> <input type="checkbox"/> I have read and accept this series and conditions above.	

**Register** **Cancel**

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 Mailing Address: P.O. Box 15610, Little Rock, AR 72231  
 (877) 815-1017 Toll Free, (501) 682-9656 Local

2

## Important Links

**Forms & Publications**  
[Arkansas State Public School](#)

**Rates**  
[Arkansas State Public School](#)

**Board Information**  
[Access Meetings & Minutes](#)

**Plan Documents**  
[Summary Plan Descriptions](#)  
[Preferred Drug List](#)

**Health Enhancement**  
[Resources & Helpful Links](#)

**Coverage Policies**  
[Search](#)

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## Latest News

4

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# LOGIN PAGE

Available by clicking the login button at [www.ARBenefits.org](http://www.ARBenefits.org), or by using <https://my.ARBenefits.org> URL, the login screen for the new portal has been updated.

You can use this screen to login to your account, register your online access or help if you forget your password. Your covered spouse, and dependents over the age of 18 can also register for online access to the portal.

Your Member Number and Password remain the same as they were with the old portal.

- 1** The member login box is the same as with the previous portal. New users can click the Register button to get registered to use the web portal. Spouses and dependents over the age of 18, can register to be able to login. Spouses and dependents have limited options available to them in the portal.
  
- 2** The Important Links section gives you access to plan materials and information from the public [www.ARBenefits.org](http://www.ARBenefits.org) website. This includes forms, plan information and documents, and more.
  
- 3** Latest News will display EBD Alerts that are housed in the News section of the [ARBenefits.org](http://www.ARBenefits.org) homepage.
  
- 4** Available at the bottom of every page of the portal is the mailing address and contact information for EBD. A “Contact Us” button is also at the top of every page inside the portal that will display contact information.



1

### JOE SMITH

**Address**  
ADDRESS1  
LITTLE ROCK AR 72201

**Phone**

**Email**  
askebd@dfa.arkansas.gov

**Social Security**  
425-99-9999

**Date of Birth**  
01/12/1975

[Update Info](#)   [Change Password](#)

### Covered Dependents 2

Name	Relationship	Number
JANE SMITH	Spouse	91895502

3

### ARBenefits

<b>Member Number</b> 91895501	<b>Group Name</b> DEPT OF FINANCE & ADMIN	<ul style="list-style-type: none"> <li> Health Advantage</li> <li> QualChoice</li> <li> Personal Pharmacy Records</li> <li> Life Insurance</li> <li> HSA / FSA</li> <li> Notice of Privacy Policy</li> </ul>
<b>Benefit Plan</b> ASECLASSACT	<b>Group Number</b> 610	
<b>Health Representative</b>	<b>Contact Information</b>	
<a href="#">Request Card</a>		

4

### Documents

<b>Inbox</b> The following are copies of documents that we sent to you.  <a href="#">View All</a>	<b>Sent</b> The following are copies of documents that we received from you.  <a href="#">Upload New</a>
--	---

5

### Wellness

**NOT MET** Records indicate that you have **NOT** successfully met your wellness requirements. Below are the requirements that have not yet been met. Updates occur per EBD guidelines that can be found on the [ARBenefitsWell](#) page.

**JOE SMITH**

- Wellness Visit**
- Health Risk Assessment**

[Print Requirements Letter](#)

#### Wellness

**MET** Records indicate that you **have** successfully met your wellness requirements.

[Print Wellness Discount Letter](#)

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# MEMBER HOME SCREEN

The home screen gives members a snapshot of their plan details. Contact and personal information is displayed along with information regarding any covered dependents. New features have been added to make using the portal more informative and user friendly for our members.

- 1 Members will see their name and information that EBD currently has in its system. You can click the Update Info button to change your information. Changes that you enter will be sent to EBD and/or your district/agency Health Insurance Representative for approval, so your changes will not immediately be seen.

If you would like to change your password, you can click the Change Password button. As a reminder, members can only change passwords once every three days.

- 2 Any dependents (spouse, children) that you currently cover on your policy will be displayed in this box. Clicking on their name will display information including their birth date and address.

- 3 The ARBenefits box will display the member's member number and current plan level. Also included is the Health Insurance Representative that is attached to the member's agency or school district along with their contact information.

In addition to plan information, a set of links is provided that correspond with the plan's providers. These links will give you access to your health record, pharmacy records, life insurance, HSA/FSA, and our privacy policy.

EBD works continuously with our vendors to make signing into any of their systems as hassle free as possible.

- 4 One of the new features of the portal, members will now be able to upload any necessary documents at any time during the year. Documents can include: spousal affidavit, birth certificate, marriage license or any documents being required by EBD.

Members will also be able to see copies of documents that EBD has sent them through the mail.

- 5 Another new feature allows members to view if they have met the qualifications for their Wellness discount or not. If requirements have not been met, the member will see what still needs to be completed by the member, or their covered spouse.

Updates to this section are made per EBD guidelines, that can be found on our ARBenefitsWell page. The page will begin to show the status of the 2018 plan-year discount in June 2017.

## JOE SMITH

**Member Number**  
91895501

**Group Name**  
DEPT OF FINANCE & ADMIN

**Benefit Plan**  
ASECLASSICACT

**Email**  
askebd@dfa.arkansas.gov

**1**

### Upload New Document

Select a file and click Attach to add to upload list.

[Choose file](#)[Attach](#)

Review the file list and click upload All to complete the file upload.

[Upload All](#)**2**

### Sent

2017

The following are copies of documents that we received from you.

#### Pending

There are currently no Pending documents

#### Approved

There are currently no Approved documents

#### Declined

There are currently no Declined documents

[View Alerts](#)**3**

### Inbox

2017

The following are copies of documents that we sent to you in the physical mail.

There are currently no Inbox documents

# DOCUMENTS

While you can upload documents from the member home screen, the document allows you to follow your uploaded documents from the beginning through approval or denial. You can also use this tab to access documents that EBD has mailed you.

**1** The ARBenefits portal offers a quick way to upload any necessary documents. Just click the Choose File button, and locate the document on your device that you wish to attach. Once you have selected your document, you can click the Attach button. A list will then compile underneath the choose file option, of all the documents you select. You can attach multiple files. Once you have selected all of your documents, click the Upload All button and they will be sent.

**2** Once you upload your documents, you will see them in the Sent box under the Pending option. All documents must be approved or denied by EBD, so documents in the Pending field are awaiting review by EBD's Eligibility Department.

If approved, your document will move to the approved field. You will be notified in the portal, and by the email address you have on file that your documents have been approved.

Along the same lines, any denied documents will be placed in the Declined field. Should a document be declined, you will receive a message with an explanation along with any necessary actions you need to take.

The new member portal also includes an Alert messaging system which will be covered in this manual. You can click the View Alerts button at the bottom of this section to view any alerts that have been sent in regards to your documents.

**3** The Inbox feature allows you to access documents that have been mailed to you by EBD. This includes any letters, affidavits, etc. This does not include EOBs from claims as those are sent by Health Advantage or QualChoice.

## JOE SMITH

**Member Number**  
91895501

**Group Name**  
DEPT OF FINANCE & ADMIN

**Benefit Plan**  
ASECLASSICT

**Email**  
askebd@dfa.arkansas.gov

### 1

## Internal Links

[Health Advantage](#)

[QualChoice](#)

[Personal Pharmacy Records](#)

[Life Insurance](#)

[HSA / FSA](#)

[Notice of Privacy Policy](#)

### 2

## External Links

[Arkansas State  
Arkansas State  
Public School](#)

[Health Enhancement  
Resources & Helpful Links](#)

[Coverage Policies  
Search](#)

[Plan Documents  
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# LINKS

The Links tab gives members access to the web pages of the plan's vendors and providers. The External Links category allows members to access plan information from the ARBenefits.org website.

**1** Internal Links offers access to the websites of plan vendors.

Health Advantage/QualChoice - Link to the health plan provider's website. Both offer a member portal where you can access your health record and see what you have contributed towards your deductible along with other information.

Personal Pharmacy Record - Takes you to your member account with MedImpact. You can see your pharmacy record and also look up the cost of your prescription drugs.

Life Insurance - signs you into your account with Securian (formally Minnesota Life). You can use this portal to change beneficiaries, cancel coverage. You can use this portal to add coverage during Open Enrollment.

HSA/FSA - access to the HSA/FSA vendor's website.

Notice of Privacy Policy - access to EBD's privacy policy and practices.

**2** External Links gives you access to plan information that is available on the public side of ARBenefits.org. From here you can access plan forms, the Summary Plan Document (SPD), resources and more.



**1**

Global Alert [View](#)

You Have Alerts [View](#)

**JOE SMITH**

**Address**  
ADDRESS1  
LITTLE ROCK AR 72201

**Phone**

**Email**  
askebd@dfa.arkansas.gov

**Social Security**                      **Date of Birth**

**Covered Dependents**

Name	Relationship	Number
JANE SMITH	Spouse	91895502

**JOE SMITH**

<b>Member Number</b> 91895501	<b>Group Name</b> DEPT OF FINANCE & ADMIN	<b>Benefit Plan</b> ASECLASSICACT	<b>Email</b> askebd@dfa.arkansas.gov
----------------------------------	--	--------------------------------------	---

**2**

**Unread Alerts**

There are currently no unread alerts.

**Past Alerts** 2017 ▾

Date	Title
03/07/2017	<a href="#">Test Member Alert</a>
03/07/2017	<a href="#">Global Alert</a>

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# ALERTS

Brand new to the member portal is the alert system. The system allows EBD to send alert messages within the portal to our entire member population, or to specific members. Alerts will be utilized to give reminders of dates such as open enrollment periods, or inform members if their applications are missing any documents. Should an alert be generated, the affected members will receive an email informing them that a new alert has been posted to their account.

**1** Alerts are coded with two different colors on your home screen. Global alert notifications appear in orange. Global alerts are sent to the entire plan population, or to all members of the ASE or PSE populations. Global alerts will be set to appear to for a period of time, and even if you mark them as read, they will reappear the next time you login until they expire. An example of a Global Alert would be the dates of upcoming open enrollment periods.

Member specific alerts will appear in Blue. These alerts are sent to members from EBD's Eligibility department. They can inform members if they are missing anything from their applications, or any actions they may need to take. Also, a member alert will generate when you request a set of ID cards be mailed.

**2** The Alerts tab gives members access to all of their alerts. Members can read any unread or read alerts they have received. After a member views the alert and clicks to mark them as read, the alerts will go in the Past Alerts box. This will keep a record of all alerts sent to that member including Global alerts.

## JOE SMITH

**Member Number**  
91895501

**Group Name**  
DEPT OF FINANCE & ADMIN

**Benefit Plan**  
ASECLASSICT

**Email**  
askebd@dfa.arkansas.gov

### Contact Info

**Phone Number**

XXX-XXX-XXXX

**Email Address**

askebd@dfa.arkansas.gov

Subscribe to ARBenefits Emails

Update

### Security

**Password Reset Question**

Choose One

**Answer to Question**

Security Question Answer

Update

Change Your Password

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[Get Driving Directions](#)

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# ACCOUNT

The member Account tab will allow the member to change their contact information and password reset question/answer. The Security box will also allow members to change their password.

Members must give a phone number when they select to update their email. The Contact Info box allows members to subscribe to ARBenefits emails such as the monthly E-Newsletter, or they can uncheck the box to unsubscribe.

During open enrollment, members can use the Account tab to access online enrollment in order to enroll or make changes to their health plan for the following plan-year. New hires who are within their initial 60-day window, can also use this tab to enroll in the health plan.

The enrollment feature will only appear during open enrollment periods, or during an employee's initial 60-day hire window.

Should you need assistance at any time while you are in the portal, or if you get locked out of your account, you can contact EBD at 1-877-815-1017x1 or at [AskEBD@dfa.arkansas.gov](mailto:AskEBD@dfa.arkansas.gov).

**A few things to remember:**

You can reset your password once every three days. If you need to reset again within the three days, you will need to contact EBD.

Your member number is on your ARBenefits insurance card in the ID section. Your member number for the portal does not include the letters. If you do not have your insurance card, you can contact Member Services at 1-877-815-1017x1 to retrieve your member number.

Any documents you upload through the portal are subject to approval by the EBD Eligibility department.

The Wellness section is updated per EBD guidelines which relies on reports from GuidanceResources® and claims data from Health Advantage. There will be a period of time from when you complete the requirements to when they will show as complete in our system.



**501 Woodlane, Suite 500  
Little Rock, AR 72201**

**P.O.Box 15610  
Little Rock, AR 72231-5610**