

# Arkansas Medicaid Information Interchange (AMII) for Primary Care Physicians

AMII is a link on the Arkansas Medicaid website, <https://www.medicaid.state.ar.us>. Primary Care Physicians (PCP) will have to register and establish a new password.

## Password Restrictions

- Must contain at least 8 characters with at least one uppercase letter and at least one lowercase letter

## User Restrictions

- Must change password every 90 days
- Cannot reuse the 3 most recent passwords

## Logon Restrictions

- Disable account after 3 failed attempts to log on
- Reset failed logon count after 5 minutes
- Disabled accounts will be systematically re-enabled after 30 minutes

Once a PCP logs in to the portal, their Individual Medicaid provider ID used to log in will be queried. If it indicates you are a PCP, then you will see a new link in the left margin under My Information to View AMII.

## **First time user:**

Once that link is activated, the PCP will be prompted to create a password, confirm the password and enter their email address. If it is approved, you will get a message indicating you have successfully registered. You will then be directed to the portal page to select the link again and enter the new password.

Note: Your Individual Medicaid provider ID used upon logging in to the portal is used as your ID and it is system plugged.

## **Non-first time user:**

Once the link is activated, the PCP will be prompted for their password.

If the PCP needs a password reset, they will be able to initiate a reset through the system by using their registered email address. Email address is a required field.

## **AMII Reports:**

Once you have logged in to AMII, you will be taken to a screen to access your reports in InfoView.

On the left, you will select Public Folders and then AMII.

You will have a selection of the following reports:

- 1) Caseload
- 2) Case Load Listing
- 3) Recipient Cancer Screening
- 4) Recipient Diabetes Screening
- 5) Recipient Screening – this one is for EPSDT, etc.

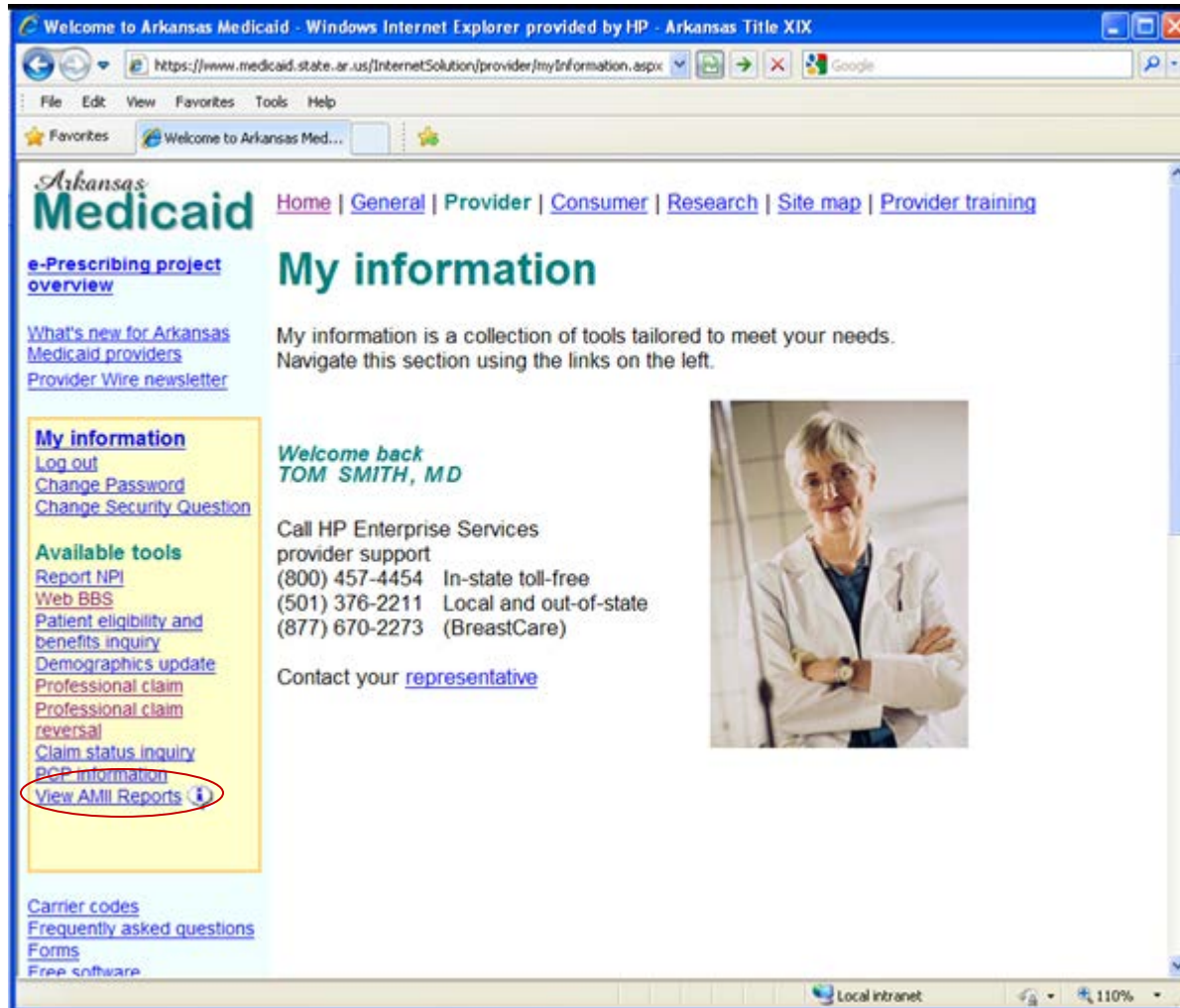
After you select the report, it will automatically run with your Individual Medicaid provider ID.

You will then be able to view the data returned in a report format or you can download it into a PDF or Excel file using the buttons at the top.

**For assistance with AMII, contact the HP Electronic Data Interchange Unit (EDI), In-state toll-free (800) 457-4454 or Local and out-of-state (501) 376-2211. Select Option 0 for "Other Inquiries"; then Option 1 for the EDI Unit.**

## AMII PCP Reports

Once a Medicaid Provider has logged into the portal successfully, if the provider is a PCP, they will have available 'VIEW AMII REPORTS' under Available Tools in the left hand box. Click this link to proceed to the AMII logon page.



The screenshot shows a web browser window titled "Welcome to Arkansas Medicaid - Windows Internet Explorer provided by HP - Arkansas Title XIX". The address bar shows the URL: <https://www.medicaid.state.ar.us/InternetSolution/provider/myInformation.aspx>. The page content includes:

- Navigation links: [Home](#), [General](#), [Provider](#), [Consumer](#), [Research](#), [Site map](#), [Provider training](#)
- Section: **My information**
- Text: "My information is a collection of tools tailored to meet your needs. Navigate this section using the links on the left."
- Personalized greeting: "Welcome back TOM SMITH, MD" with a photo of a female doctor.
- Support information: "Call HP Enterprise Services provider support (800) 457-4454 In-state toll-free (501) 376-2211 Local and out-of-state (877) 670-2273 (BreastCare)"
- Contact instruction: "Contact your [representative](#)"
- Left sidebar menu:
  - My information**
    - [Log out](#)
    - [Change Password](#)
    - [Change Security Question](#)
  - Available tools**
    - [Report NPI](#)
    - [Web BBS](#)
    - [Patient eligibility and benefits inquiry](#)
    - [Demographics update](#)
    - [Professional claim](#)
    - [Professional claim reversal](#)
    - [Claim status inquiry](#)
    - [PCP information](#)
    - [View AMII Reports](#) (circled in red)
  - [Carrier codes](#)
  - [Frequently asked questions](#)
  - [Forms](#)
  - [Free software](#)

## AMII Registration Page

The following is the AMII registration page. If this is the first time the PCP has accessed the AMII reports, it will ask them for the following information. Please read the disclaimer in the text box. They must check the box 'I accept terms and conditions' before the create account button is activated.

**Registration for AMII account**

**Create InfoView Account**  
To create an account for accessing InfoView reports, enter a password and click "Create Account".

InfoView Logon ID: **000000101**

Password:

Confirm Password:

Your password must be between 8 and 32 characters long, and contain at least one upper case letter and one lower case letter.

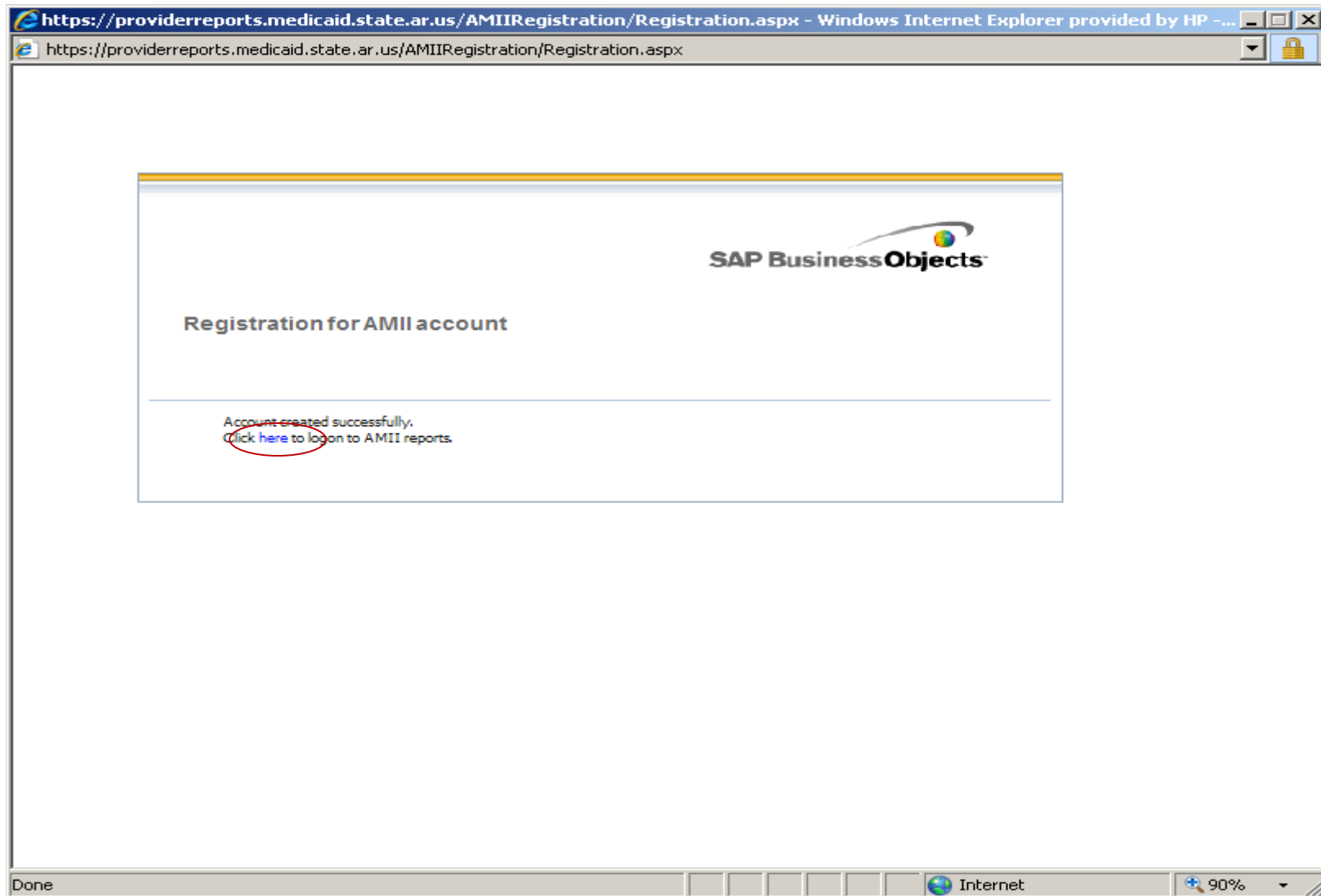
Email:

Your email is optional, but if entered can be used to expedite password resetting.

information. The information in this database is provided "as is" without representations or warranties of any kind, either express or implied. Each person obtaining information from this resource assumes full responsibility and all risks arising from the use of and reliance on the information contained on this database. Users hereby agree to save and hold harmless Arkansas Department of Human Services, Division of Medical Services and any of its employees and agents from all costs, injuries, and damages incurred from use of the AMII database.

I accept terms and conditions

Upon successful registration, the PCP will receive the following page. Click **'here'** to logon to AMII reports.



### AMII Login Page

The PCP is then redirected to the logon page where the PCP will now enter their user name (Medicaid provider ID used to log into the portal with) and the password created from the registration. If the PCP is entering the logon page outside of initial registration, your Medicaid ID will be plugged.

Click **'log on'** to continue.



### Log On to InfoView

[Help](#)

**Enter your user information and click Log On.**  
(If you are unsure of your account information, contact your system administrator.)

User Name:

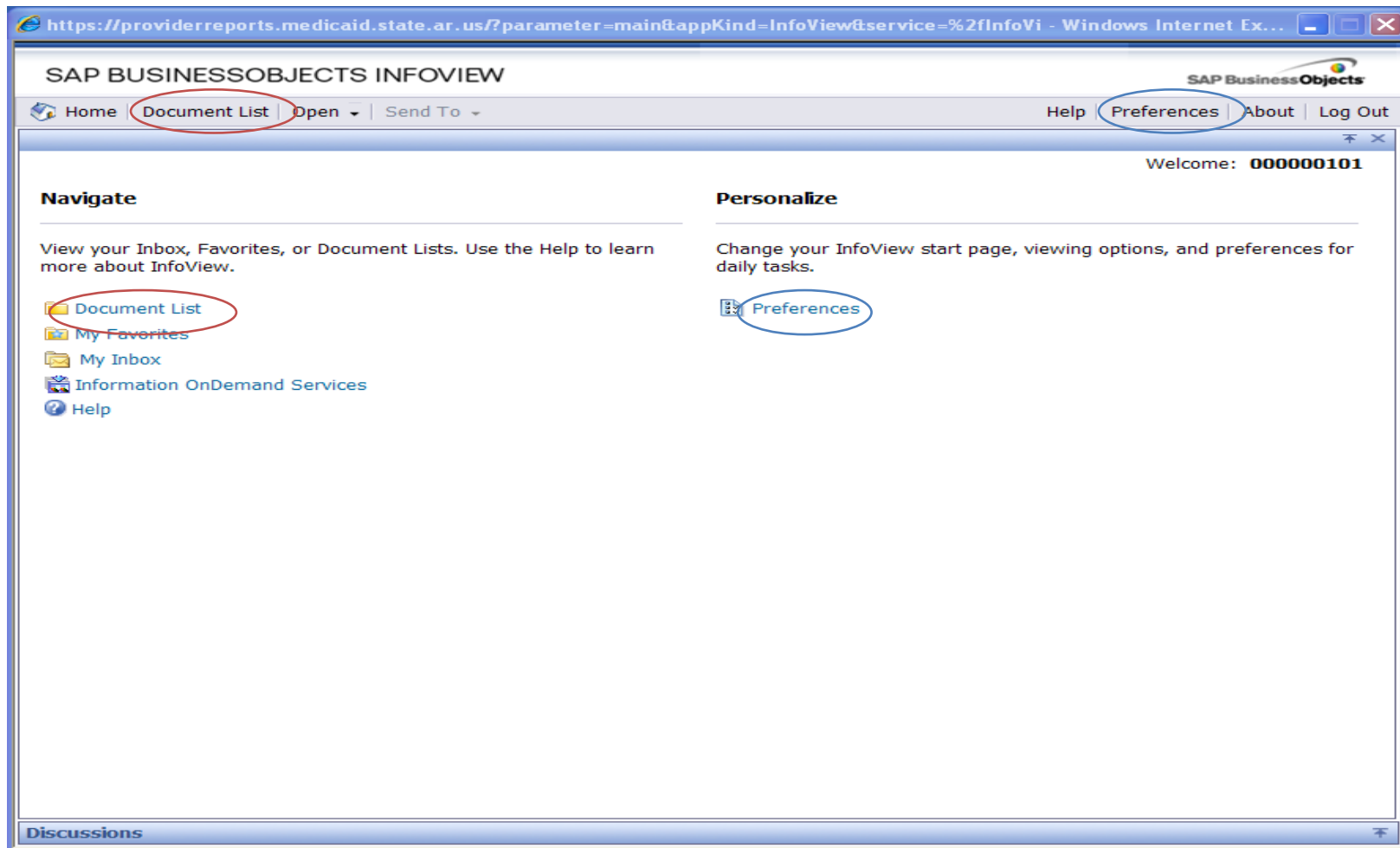
P assword:

After successful login, the PCP will be directed to the Infoview home page.

To access the AMII reports the PCP must navigate to the **“Documents List”** using either of the two red highlighted links.

Please note that the PCP may change their preferences so that every time they login, they will automatically be redirected to this page.

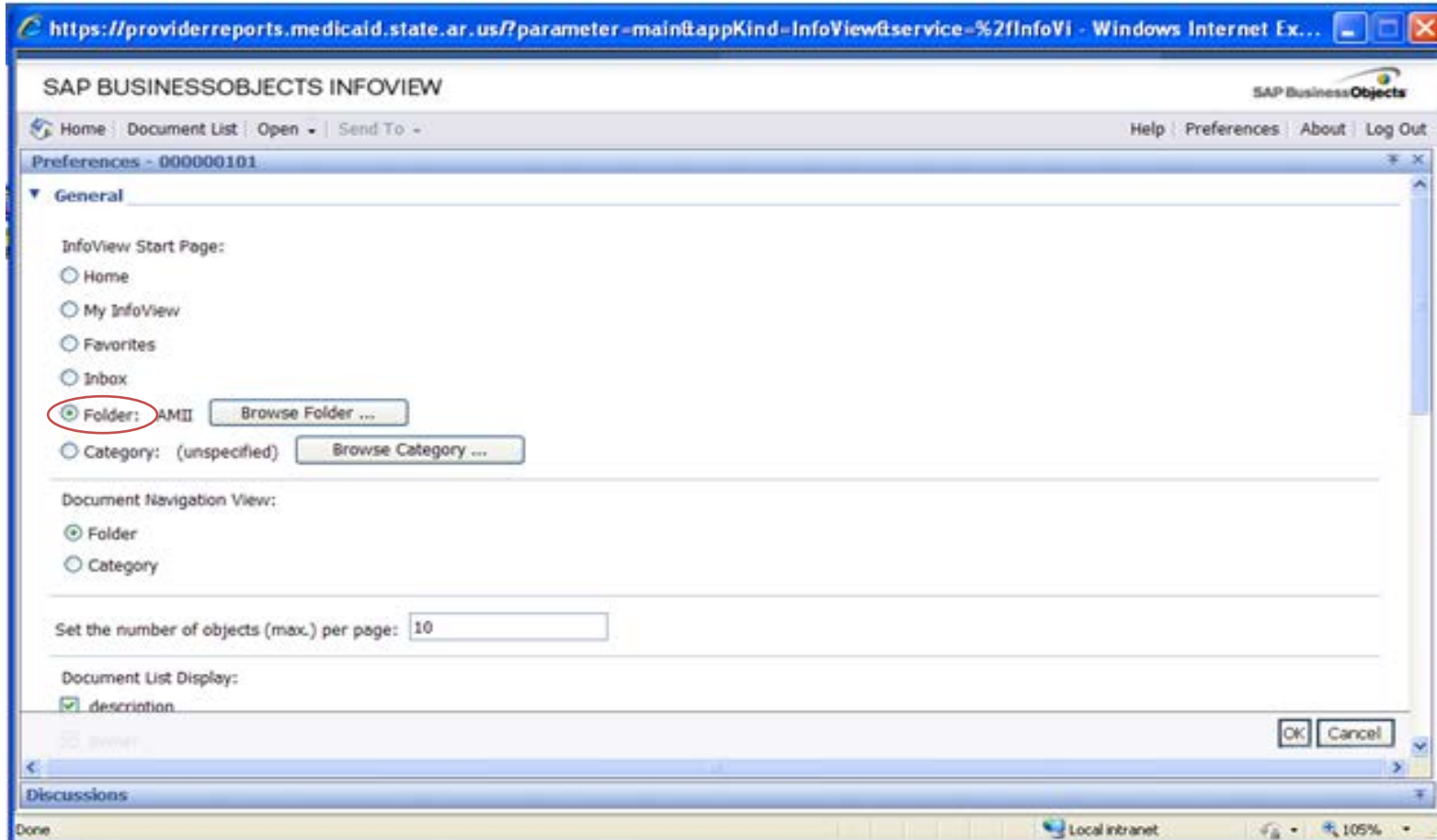
This can be accomplished by selecting either of the two blue highlighted links and follow the instructions on the next page.



## Changing Preferences

To change the PCP's preferences so that you are always taken to the AMII reports page after logging in:

After selecting Preferences on the Infoview home page, expand the General section. Select the radio button next to "Folder:" and then click "Browse Folder". Select the AMII folder located under Public Folders and then click on OK.





### AMII Report Retrieval

After selecting “Document List”, the PCP must navigate to the AMII folder located under Public Folders to gain access to the AMII reports. The five reports seen here are those that are available to the PCP. Simply double click the title to access the report for the Medicaid ID that is in the logon credentials.

The screenshot shows a web browser window displaying the SAP BusinessObjects InfoView interface. The browser address bar shows the URL: <https://providerreports.medicaid.state.ar.us/?parameter=main&appKind=InfoView&service=%2fInfoVi>. The interface includes a navigation menu with 'Home', 'Document List', 'Open', and 'Send To'. The main content area displays a list of reports under the 'AMII' folder. The table below summarizes the data shown in the screenshot.

| Title                         | Last Run | Type               | Owner   | Instances |
|-------------------------------|----------|--------------------|---------|-----------|
| Case Load                     |          | Web Intelligence R | llofton | 0         |
| Case Load Listing             |          | Web Intelligence R | llofton | 0         |
| Recipient Cancer Screenings   |          | Web Intelligence R | llofton | 0         |
| Recipient Diabetes Screenings |          | Web Intelligence R | llofton | 0         |
| Recipient Screenings          |          | Web Intelligence R | llofton | 0         |

Total: 5 objects

## Examples of Filtering

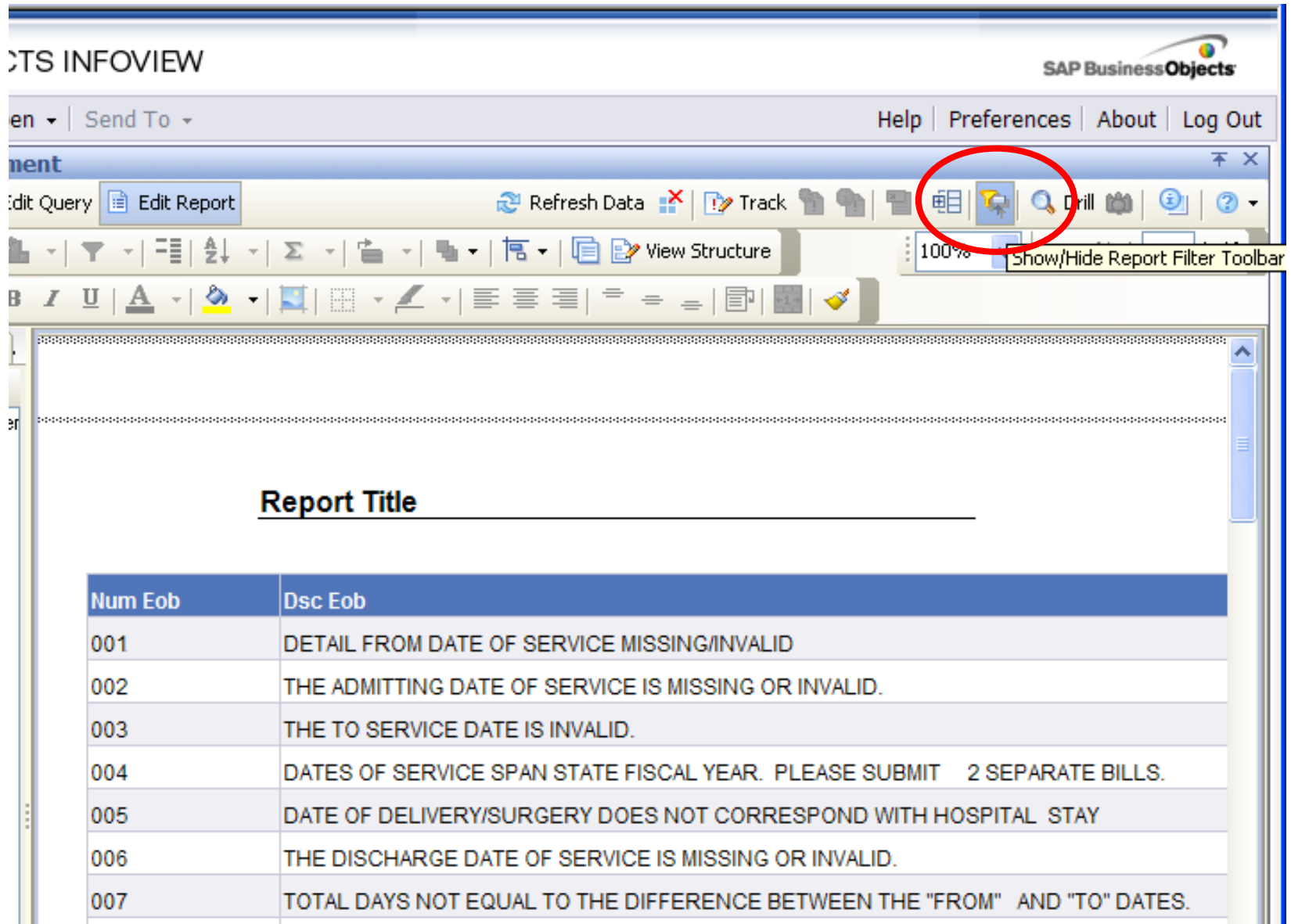
The PCP may filter on any field within the AMII report retrieved. The following instructions are using a dummy sample report.

The screenshot displays the SAP BusinessObjects InfoView interface. The main window shows a report titled "Report Title" with a table of data. The table has two columns: "Num Eob" and "Dsc Eob". The data is as follows:

| Num Eob | Dsc Eob  |
|---------|--|
| 001     | DETAIL FROM DATE OF SERVICE MISSING/INVALID                                  |
| 002     | THE ADMITTING DATE OF SERVICE IS MISSING OR INVALID.                         |
| 003     | THE TO SERVICE DATE IS INVALID.  |
| 004     | DATES OF SERVICE SPAN STATE FISCAL YEAR. PLEASE SUBMIT 2 SEPARATE BILLS.     |
| 005     | DATE OF DELIVERY/SURGERY DOES NOT CORRESPOND WITH HOSPITAL STAY              |
| 006     | THE DISCHARGE DATE OF SERVICE IS MISSING OR INVALID.                         |
| 007     | TOTAL DAYS NOT EQUAL TO THE DIFFERENCE BETWEEN THE "FROM" AND "TO" DATES.    |
| 008     | THIS REQUEST FOR PAYMENT WAS RECEIVED BEYOND 185 DAYS MEDICAL BILLING LIMIT  |
| 009     | THIS CLAIM WAS RECEIVED BEYOND THE 12 MONTH CLAIM SUBMISSION LIMITATION.     |
| 010     | LEAVE OF ABSENCE DAYS NOT COVERED  |
| 011     | MEDICARE PAID DATE INVALID.  |
| 012     | INPATIENT CLAIM MISSING A REQUIRED CONDITION CODE. REQUIRED CONDITION CODES. |
| 013     | SERVICE INCLUDED IN FEE FOR HOSPITAL VISIT                                   |
| 014     | CLAIM STILL IN PROCESS. PLEASE DO NOT REBILL.                                |

The interface also shows a left-hand pane with a tree view containing "New Web Intelligence Document", "Dsc Eob", and "Num Eob". The bottom status bar indicates "Last Refresh Date: January 6, 2011 9:06:19 AM GMT-06:00" and "Local intranet".

The **Show/Hide Report Filter Toolbar** needs to be activated by clicking it. When activated, it will show as if it were a button that is depressed.



The screenshot shows the SAP BusinessObjects report viewer interface. The title bar reads 'CTS INFOVIEW' and the SAP BusinessObjects logo is in the top right. The menu bar includes 'en', 'Send To', 'Help', 'Preferences', 'About', and 'Log Out'. The toolbar contains various icons, with the 'Show/Hide Report Filter Toolbar' button (a button with a downward arrow) circled in red. Below the toolbar, the report content is displayed, starting with a title 'Report Title' followed by a table of error messages.

| Num Eob | Dsc Eob   |
|---------|---|
| 001     | DETAIL FROM DATE OF SERVICE MISSING/INVALID                               |
| 002     | THE ADMITTING DATE OF SERVICE IS MISSING OR INVALID.                      |
| 003     | THE TO SERVICE DATE IS INVALID.   |
| 004     | DATES OF SERVICE SPAN STATE FISCAL YEAR. PLEASE SUBMIT 2 SEPARATE BILLS.  |
| 005     | DATE OF DELIVERY/SURGERY DOES NOT CORRESPOND WITH HOSPITAL STAY           |
| 006     | THE DISCHARGE DATE OF SERVICE IS MISSING OR INVALID.                      |
| 007     | TOTAL DAYS NOT EQUAL TO THE DIFFERENCE BETWEEN THE "FROM" AND "TO" DATES. |

When you activate the **Show/Hide Report Filter Toolbar** an area above the reports appear. You can now drag the objects to this space on which to filter. In this example, we are dragging NUM EOB to the red circle area.

The screenshot displays the SAP BusinessObjects InfoView interface. At the top, the title bar reads "SAP BUSINESSOBJECTS INFOVIEW" and "SAP BusinessObjects". Below this is a navigation bar with "Home", "Document List", "Open", and "Send To" options, along with "Help", "Preferences", "About", and "Log Out". The main window title is "New Web Intelligence Document". The toolbar includes "Edit Query", "Edit Report", "Refresh Data", "Track", "Drill", and "View Structure". A "Show/Hide Report Filter Toolbar" button is visible on the right side of the toolbar. Below the toolbar, a red oval highlights a grey area with the text "Drop objects here to add simple report filters." In the left-hand pane, under the "Data" section, "Num Eob" is selected, with a red arrow pointing to the filter area. A text box below the arrow says "Drag these items to the area in the red oval." The main report area shows a "Report Title" followed by a table with two columns: "Num Eob" and "Dsc Eob".

| Num Eob | Dsc Eob  |
|---------|--|
| 001     | DETAIL FROM DATE OF SERVICE MISSING/INVALID                              |
| 002     | THE ADMITTING DATE OF SERVICE IS MISSING OR INVALID.                     |
| 003     | THE TO SERVICE DATE IS INVALID.  |
| 004     | DATES OF SERVICE SPAN STATE FISCAL YEAR. PLEASE SUBMIT 2 SEPARATE BILLS. |
| 005     | DATE OF DELIVERY/SURGERY DOES NOT CORRESPOND WITH HOSPITAL STAY          |

Here you now see that the EOB number is available on the *Show/Hide Report Filter Toolbar* and a dropdown box is available to filter the data.

The screenshot displays the SAP BusinessObjects InfoView interface. At the top, the title bar reads "SAP BUSINESSOBJECTS INFOVIEW" and the SAP BusinessObjects logo is in the top right corner. Below the title bar is a navigation menu with "Home", "Document List", "Open", and "Send To" on the left, and "Help", "Preferences", "About", and "Log Out" on the right. The main window title is "New Web Intelligence Document". The toolbar includes icons for "Edit Query", "Edit Report", "Refresh Data", "Track", "Drill", and "View Structure". A filter toolbar is visible, showing a dropdown menu currently set to "All Num Eob". The left sidebar shows a tree view with "Data" expanded, containing "New Web Intelligence Document", "Dsc Eob", and "Num Eob". The main content area features a "Report Title" section followed by a table with two columns: "Num Eob" and "Dsc Eob".

| Num Eob | Dsc Eob  |
|---------|--|
| 001     | DETAIL FROM DATE OF SERVICE MISSING/INVALID                              |
| 002     | THE ADMITTING DATE OF SERVICE IS MISSING OR INVALID.                     |
| 003     | THE TO SERVICE DATE IS INVALID.  |
| 004     | DATES OF SERVICE SPAN STATE FISCAL YEAR. PLEASE SUBMIT 2 SEPARATE BILLS. |
| 005     | DATE OF DELIVERY/SURGERY DOES NOT CORRESPOND WITH HOSPITAL STAY          |
| 006     | THE DISCHARGE DATE OF SERVICE IS MISSING OR INVALID.                     |

Drop down box showing all the filter options for EOB.

New Web Intelligence Document

Toolbar with icons for Edit Query, Edit Report, Refresh Data, Track, View Structure, and other functions. Includes a page number indicator showing 'Page 1' and a zoom level of '100%'.

Navigation tabs: Data, Tem., Map, Pro., Inpu..  
Data pane showing a tree structure:  
New Web Intelligence Document  
├── Dsc Eob  
└── Num Eob

- All Num Eob
- All Num Eob
- 001
- 002
- 003
- 004
- 005
- 006
- 007

**Report Title**

| Num Eob | Dsc Eob  |
|---------|--|
| 001     | DETAIL FROM DATE OF SERVICE MISSING/INVALID                              |
| 002     | THE ADMITTING DATE OF SERVICE IS MISSING OR INVALID.                     |
| 003     | THE TO SERVICE DATE IS INVALID.  |
| 004     | DATES OF SERVICE SPAN STATE FISCAL YEAR. PLEASE SUBMIT 2 SEPARATE BILLS. |
| 005     | DATE OF DELIVERY/SURGERY DOES NOT CORRESPOND WITH HOSPITAL STAY          |
| 006     | THE DISCHARGE DATE OF SERVICE IS MISSING OR INVALID.                     |
| 007     | TOTAL DAYS NOT EQUAL TO THE DIFFERENCE BETWEEN THE "FROM" AND "TO" DATE  |

Query filtered for EOB 004.



SAP BUSINESSOBJECTS INFOVIEW

Home | Document List | Open | Send To

New Web Intelligence Document

Edit Query | Edit Report | Refresh Data | Track

View Structure

004

**Report Title**

| Num Eob | Dsc Eob  |
|---------|--|
| 004     | DATES OF SERVICE SPAN STATE FISCAL YEAR. PLEASE SUBMIT 2 SEPARATE BILLS. |

Report 1

Arranged by: Alphabetic order

Last Refresh De

Discussions

[Examples of downloading to PDF or Excel](#)

To export the PCP report results to an Excel Spreadsheet or PDF, click on the down arrow of the save icon which is the diskette picture. Choose *Save to my computer as* either an Excel or PDF document.

The screenshot shows the SAP BusinessObjects InfoView interface. The title bar reads 'SAP BUSINESSOBJECTS INFOVIEW'. Below it is a navigation bar with 'Home', 'Document List', 'Open', and 'Send To'. The main window title is 'New Web Intelligence Document'. The toolbar includes icons for 'Save as...', 'Print', 'Edit Query', and 'Edit Report'. The 'Save as...' menu is open, showing options: 'Excel', 'PDF', 'CSV', and 'CSV (with options)'. The 'Save to my computer as' option is highlighted. Below the menu, there are tabs for 'Data', 'Tem..', 'Map', 'Pro..', and 'Inpu..'. The 'Data' tab is active, showing a tree view with 'New Web Intelligence Document' and sub-items 'Dsc Eob' and 'Num Eob'. The main content area displays a table with the following data:

| Num Eob | Dsc Eob  |
|---------|--|
| 001     | DETAIL FROM DATE OF SERVICE MISSING/INVALID                |
| 002     | THE ADMITTING DATE OF SERVICE IS MISSING OR INVALID.       |
| 003     | THE TO SERVICE DATE IS INVALID.                            |
| 004     | DATES OF SERVICE SPAN STATE FISCAL YEAR. PLEASE SUBMIT 2 3 |
| 005     | DATE OF DELIVERY/SURGERY DOES NOT CORRESPOND WITH HOSF     |
| 006     | THE DISCHARGE DATE OF SERVICE IS MISSING OR INVALID.       |
| 007     | TOTAL DAYS NOT EQUAL TO THE DIFFERENCE BETWEEN THE "FROM   |
| 008     | THIS REQUEST FOR PAYMENT WAS RECEIVED BEYOND 185 DAYS      |

The PCP will then be prompted to *Open* or *Save*.

**File Download**



**Do you want to open or save this file?**

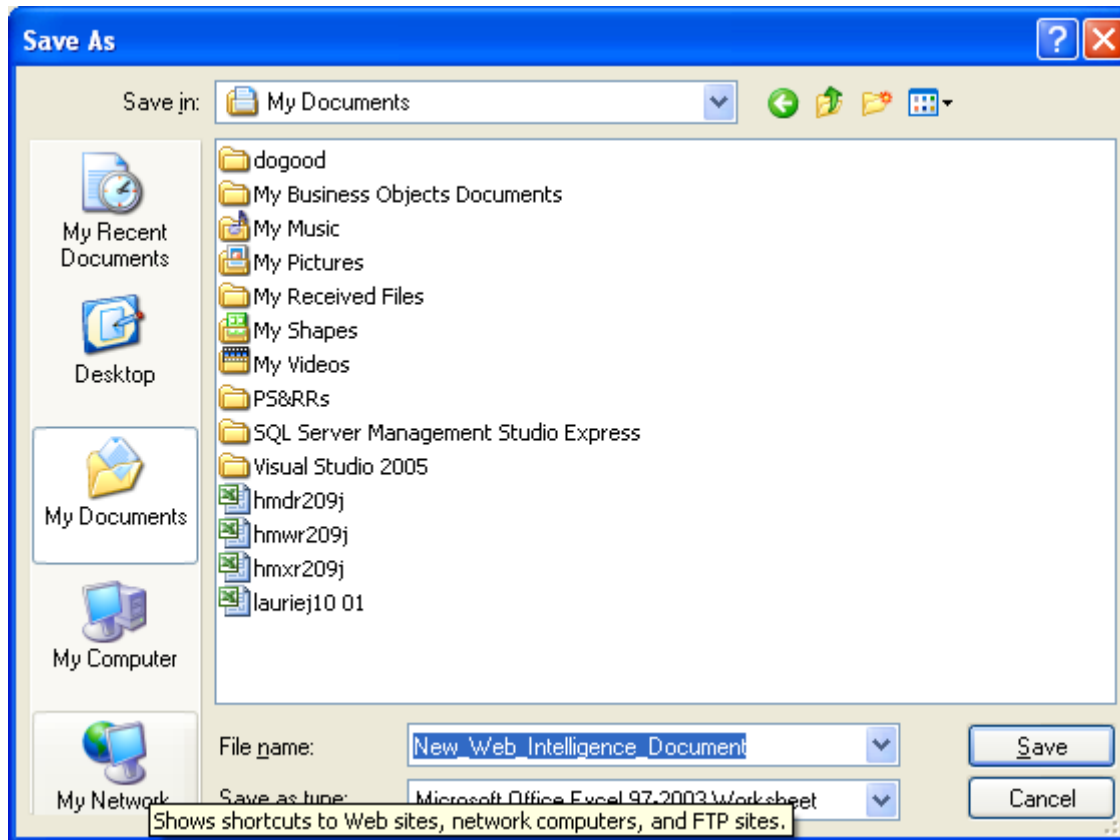


Name: New\_Web\_Intelligence\_Document.xls  
Type: Microsoft Office Excel 97-2003 Worksheet  
From: arkxixs25



While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

If the PCP chooses *Save*, you will be prompted to choose a file location:



If the PCP chooses *Open*, the query results will open in the selected application i.e. Excel or PDF.