

Hi Everyone,

With the merger of two Council of Governments into one entity, it has been a busy time adjustment and change. Some of these changes will affect you, the Services Providers. One such change is that Service Providers (Unit and Non-Unit) will need to access ARMS to download their Zga-370 Reimbursement Reports which shows the breakdown of the HCCBG, Legal and Family Caregiver payment amounts, by service code.

If you have never accessed ARMS, you will need a login name and password. To get these, merely let me know who needs access and I will get that set up.

**Instructions for accessing ARMS and printing reports**

This is the address for the Arms portal.

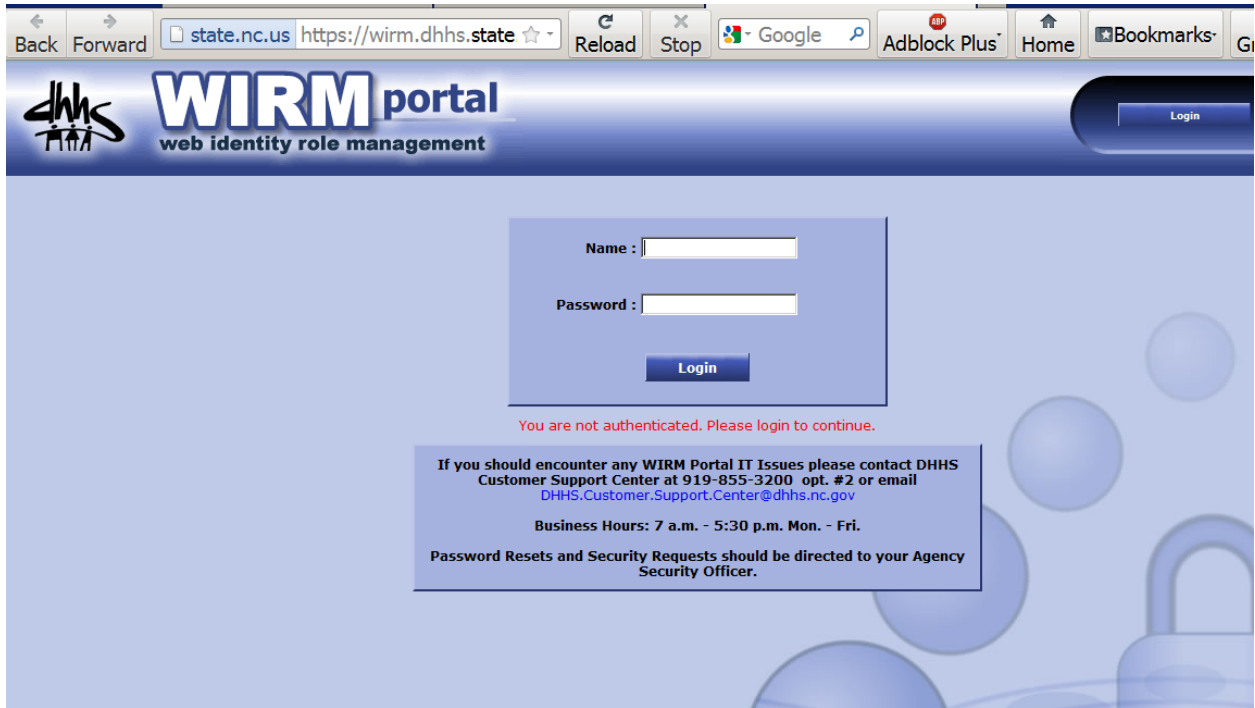
<http://www.ncdhhs.gov/aging/arms/armspage.htm>

This is the opening screen. This is the Arms Support website that will have the latest information about changes or updates to ARMS:



When you click “Access ARMS System” You will get another screen that will open. You need to either turn off or add an exception to your Pop-Up Blockers, to allow pop ups.

A new window will open. This is the State of NC’s WIRM portal.



Enter your Name and Password and click the “Login” button. Once you have signed in, you will see:



Click the White Box to access ARMS.

This is "Home". This will have the Service Providers details.

The screenshot shows the 'Aging Resource Management System' interface. At the top, there is a header with the system name and user information 'G.Susan.Ferriola' and 'ARMS Production Data Ser'. Below the header is a navigation menu with items: Home, Region Allocation, Region Budget, Provider Budgets, Providers, Clients, Export, Reports, and Import ARMS/SIS. The main content area displays a 'Region Details' form for Region Code 'G'. The form fields include Region Name, Region Contact Name, Address, City, State, Zip, Work Phone, Fax Number, and Email. At the bottom of the form are 'Modify' and 'Cancel' buttons. Below the form is a section labeled 'Region Allocations'.

**Note:** The top menu selections will not be the same for Service Providers or Report Users. They will have "Home", "Clients", "Export", "Reports" and "Import ARMS/SIS". However getting reports is the same for everyone.

To access reports area, Click the word "Reports" in the lavender menu bar.

This screenshot is identical to the one above, showing the 'Aging Resource Management System' interface. The key difference is that the 'Reports' item in the navigation menu is highlighted with a red rectangular box, indicating the path to access the reports area.

# Aging Resource Management System

G.Susan.Ferriola

ARMS Production Da

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Reports Require Adobe Acrobat Reader to Print



Click the words "[Reimbursement Reports](#)"

# Aging Resource Management System

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**Reimbursement Reports**

Name	Description
<a href="#">ZGA370</a>	Provider Reimbursement
<a href="#">ZGA370-A</a>	Provider Summary
<a href="#">ZGA370-A-YTD</a>	Year-to-Date Provider Summary
<a href="#">ZGA370-YTD</a>	Year-to-Date Provider Reimbursement
<a href="#">ZGA370-CNTY</a>	Provider Reimbursement Sorted by County
<a href="#">ZGA370-CNTY-YTD</a>	Year-to-Date Provider Reimbursement Sorted by County
<a href="#">ZGA370-A-CNTY</a>	Provider Summary Sorted by County
<a href="#">ZGA370-A-CNTY-YTD</a>	Year-to-Date Provider Summary Sorted by County
<a href="#">ZGA370-5</a>	Legal Summary Report
<a href="#">ZGA370-6</a>	Senior Center Outreach Summary Report
<a href="#">ZGA370-7</a>	Provider Reimbursement Report - IIID/Health Promotion 90%
<a href="#">ZGA370-11</a>	State Senior Center General Purpose Funding Report
<a href="#">ZGA370-12</a>	Family Caregiver Support Summary Report
<a href="#">ZGA370-14</a>	Project Care Summary Report
<a href="#">ZGA370-15</a>	Project Care - State Recurring
<a href="#">ZGA370-16</a>	Project Care - Federal Alzheimer's Support Services
<a href="#">ZGA370-17</a>	PROJECT CARE - UNC RESPITE SERVICES REPORT
<a href="#">ZGA370-ARRA</a>	Provider Reimbursement for ARRA
<a href="#">ZGA380-A</a>	Regional Summary Report by Category
<a href="#">ZGA380-B</a>	Regional Summary All Categories
<a href="#">ZGA390</a>	Area Agency Summary
<a href="#">ZGA390-Respite</a>	Area Agency Summary - In Home Respite
<a href="#">ZGA390-A</a>	State Summary

This will open the options to the many different reimbursement reports.

**Demographic Reports**

**Verification Reports**

**Reimbursement Reports**

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<a href="#">ZGA370-A</a>	Provider Summary
<a href="#">ZGA370-A-YTD</a>	Year-to-Date Provider Summary
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The report that shows the break down by service is the ZGA370.

To access the report, click on the name of the Report. In the example, you would click on "ZGA370".

**Demographic Reports**

**Verification Reports**

You will then get the report choice options.

Here you can which month you want the report to reflect. As a default the most current report will be showing.

If the Service Provider covers multiple counties, they can choose to report on all or only one of their counties.

The Provider option is a Regional and State Option only.

If the area is grayed out, you cannot change that selection.

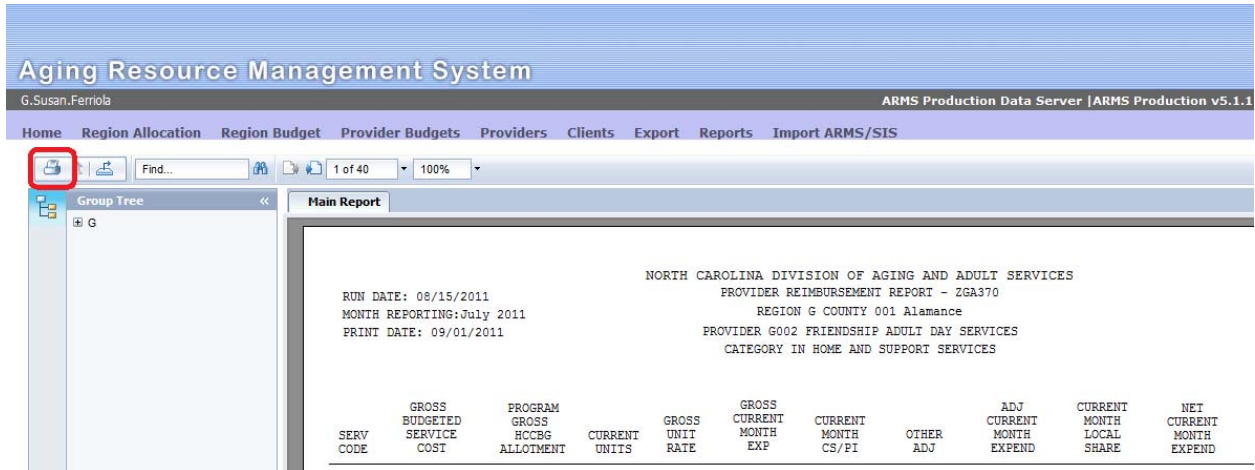
Make your selections and click "Generate Report".

After clicking "Generate Report" it may take a few seconds for the report to populate. Be patient.

Once it is done, you should see a report on your screen similar to the one below.

SERV CODE	GROSS BUDGETED SERVICE COST	PROGRAM GROSS HCCBG ALLOTMENT	CURRENT UNITS	GROSS UNIT RATE	GROSS CURRENT MONTH EXP	CURRENT MONTH CS/PI	OTHER ADJ	ADJ CURRENT MONTH EXPEND	CURRENT MONTH LOCAL SHARE	NET CURRENT MONTH EXPEND
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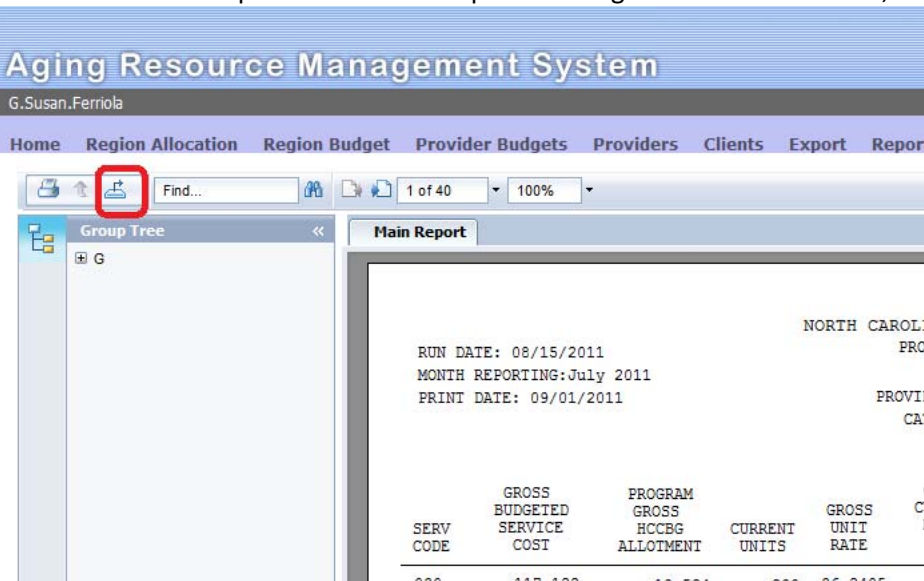
To print your report, click the 'printer icon'.

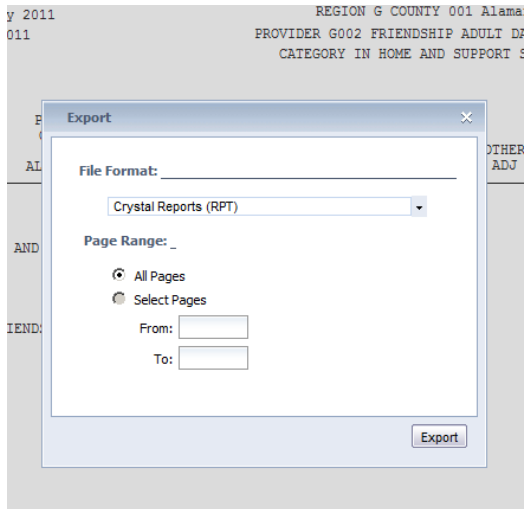


You will get your printer dialogue box, and you print as normal. To print another report, click the word "Reports" in the lavender menu bar to open the report selection once more.

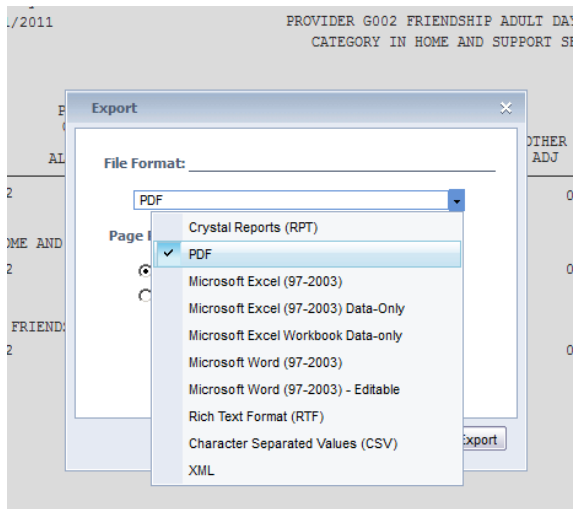
**Option 2. Save the Report as a Digital File**

You also have the option to save the reports in a digital format. To do this, click the 'export' option.

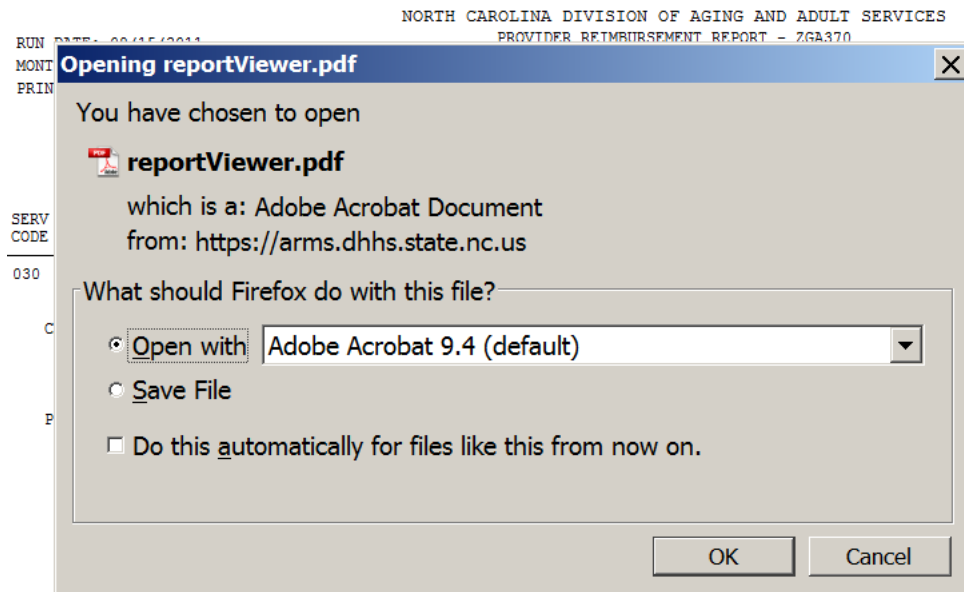




To Export the report file, you will get this dialogue box after you select 'export'.



If you do not have a Crystal Reports Reader, use the drop down box to select "PDF".



A dialogue box will pop up that allows you to choose which PDF reader program you wish to use to view the report.

Once you have made your choice, you save the file as normal. After it is saved you can email it, print it, etc as you would any other PDF file.

To save another report, merely go back to the Report Menu, and repeat.

Once you are finished in ARMS, log out.

