

Arkansas All-Payer Claims Database (APCD) Onboarding Packet

June 2026



HEALTHCARE
TRANSPARENCY
INIITIATIVE

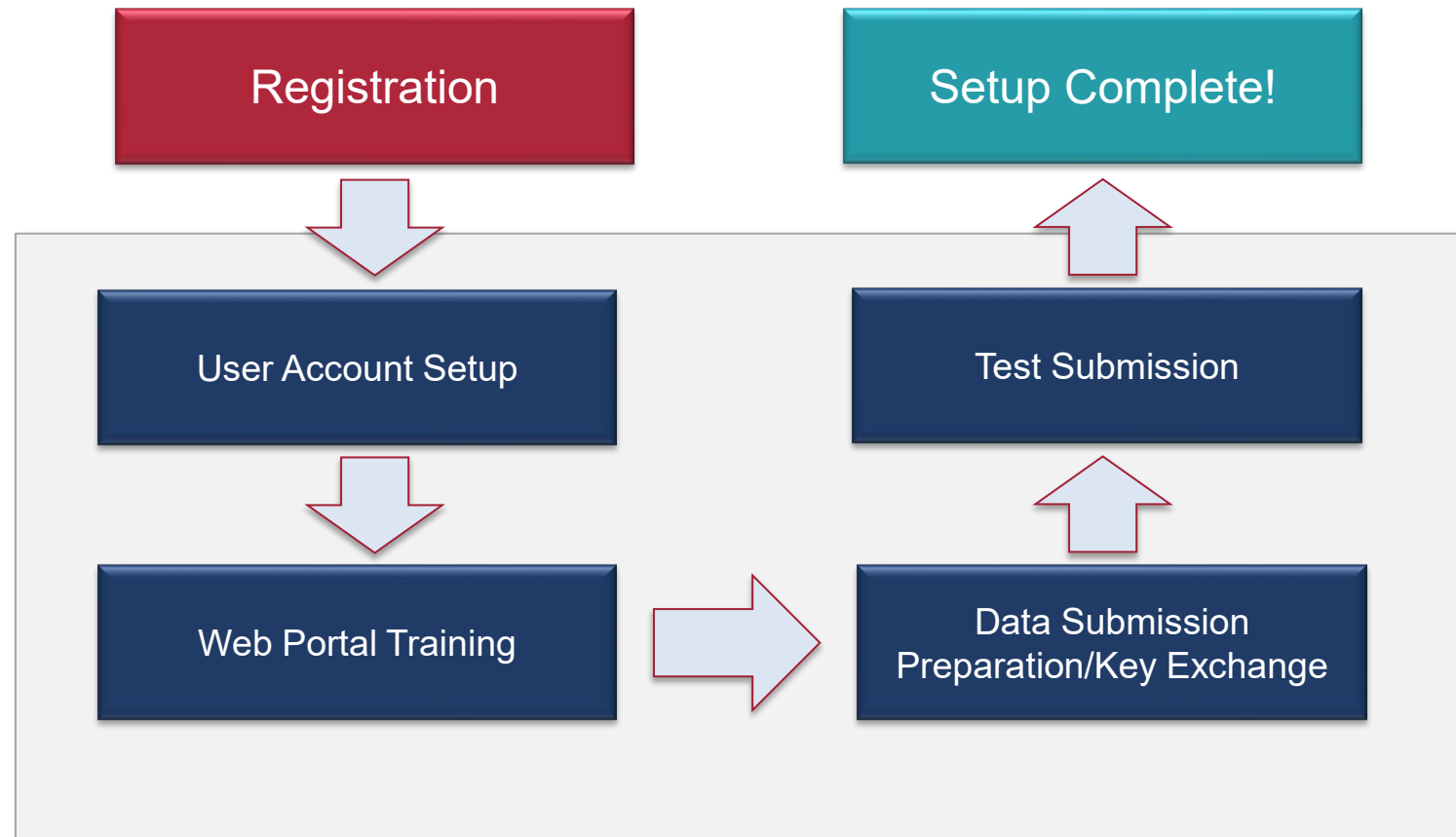
Introduction

- This onboarding packet contains information for submitting entities (SEs) to establish connectivity for secure data transfer to the Arkansas All-Payer Claims Database (APCD).
- Additionally, the packet provides information on:
 - data submission requirements,
 - mandatory data submission authority, and
 - APCD administration.

Purpose of the Onboarding Packet

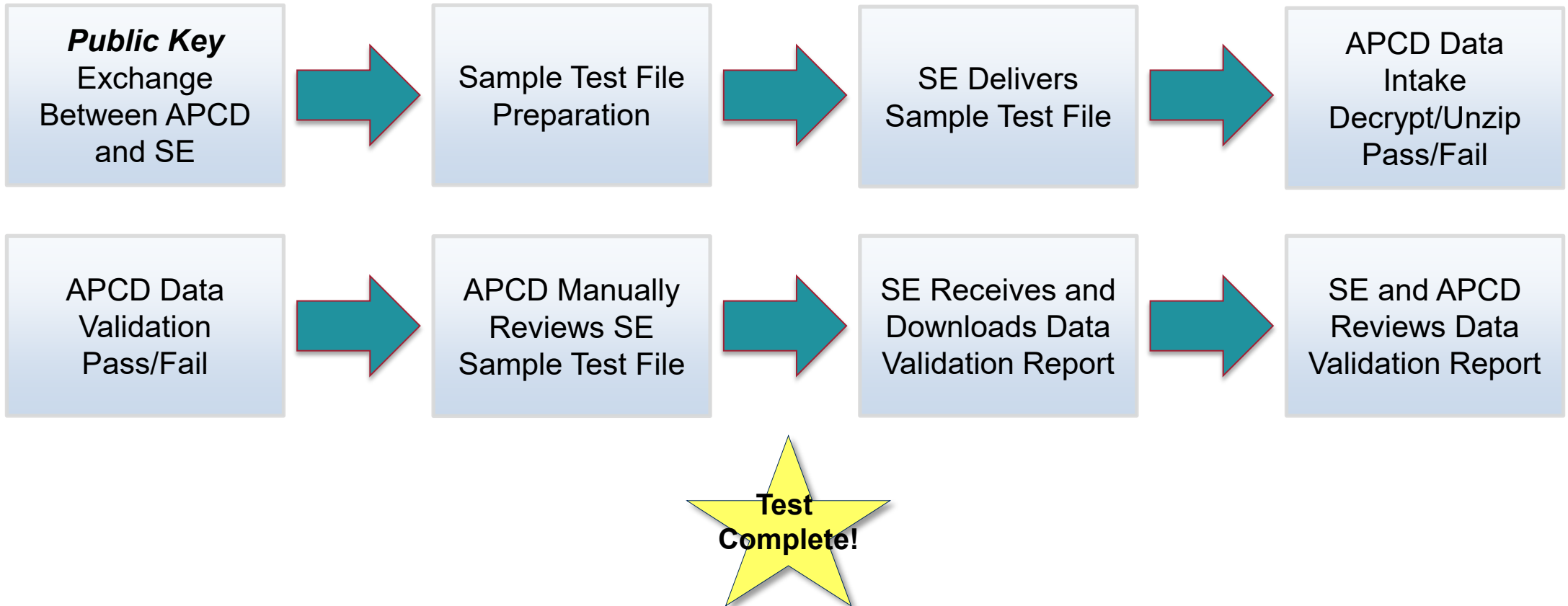
- This packet is focused on the steps for successful onboarding.
- During the onboarding process, training sessions will focus on different sections in this packet.
 - Not all sections herein require training sessions.
 - All sections are provided to ensure availability of as much information as possible.
- Objective: SEs will be able to submit test files securely with minimal assistance.

Onboarding Process for New Entities



Steps to Test Submission

Data Delivery From SE to APCD



Sections

I. ARKANSAS ALL-PAYER CLAIMS DATABASE (APCD) PROCESS

II. USER NAME AND PASSWORD SETUP

III. WEB PORTAL ACCESS

IV. DATA SUBMISSION

V. TEST DATA DELIVERY

VI. TECHNICAL SUPPORT PROCESS

VII. FILE NAMING PROTOCOLS

VIII. OTHER MATERIALS

Section I

Arkansas All-Payer Claims Database (APCD) Process

Who Will Submit Data?

- Issuers of health and dental plans in Arkansas (2,000 covered individuals as threshold)
- Arkansas Medicaid and Medicare
- State and public school employee benefit plans
- Arkansas Workers' Compensation Commission
- Third-party administrators and pharmacy benefits managers (same threshold as issuers)
- Entities providing medical services under contract with state prison system
- Self-funded plans

What Will Be Submitted?

- SEs must provide the following data categories, as applicable:
 - Member enrollment data
 - Medical claims
 - Pharmacy claims
 - Dental claims
 - Provider data
 - Pharmacy Rebate data
 - Non-Claims Payment data

What is the Data Submission Timeline?

- Quarter 1 – Onboarding and preparation
- Quarter 2 – Testing at least one month of data
- Quarter 3 – Submit up to three years of historical data (data prior to present year)
- Quarter 4 – Quarters 1–3 of present year
- Quarter 1 of following year – Submit data for Quarter 4 of previous year
- Submit data each following quarter for preceding quarter

Section II

User Name and Password Setup

Registration

- SEs must register with the Arkansas Insurance Department (AID) before beginning the onboarding process
- Registration instructions can be found at:
www.arkansasapcd.net/Other/RegistrationForms/

User Account Setup

- Technical users for SEs are identified in registration and setup for the APCD Web Portal access.
- Initially, users will:
 - Receive confirmation email with user name and temporary password, and
 - Be directed to create a permanent password to replace temporary password.
 - Be sure to check junk mail folders for password emails.

User Name and Password Information

- User name and temporary password are specific for each SE NAIC company code.
- After logging in, SEs must create their individual permanent passwords.
- If SEs encounter issues with account access, they should contact APCD Technical Support via email at support@achiapcd.atlassian.net.

Section III

Web Portal Access

Initial APCD Access

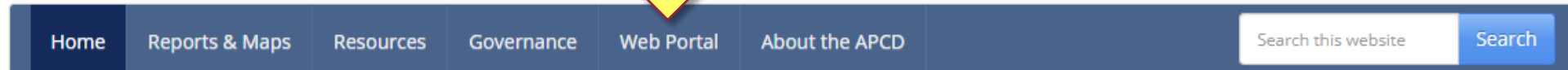
- SEs will access the APCD via the following URL:
 - www.arkansasapcd.net/Home/
- Select the Web Portal tab on the header bar.

APCD Website Homepage



Arkansas All-Payer Claims Database


With support from the
[Arkansas Insurance Department](#)
[Health Insurance Rate Review Division](#)



Welcome to the Arkansas All-Payer Claims Database (APCD)

There is a growing demand and need for transparency of healthcare information in Arkansas to promote high-value care and advance research. Consumers, employers, and policymakers are advocating for greater reporting on the prices of healthcare services as a way to encourage consumers to choose low-cost, high-quality providers and to promote competition based on value. The [Arkansas All-Payer Claims Database \(APCD\)](#) is a dynamic tool that will enable the state to further its transparency objectives by collecting healthcare data from public and private sources and empowering Arkansans with information to better understand how and where healthcare is being delivered and how much is being spent. Please see the "How to Use the APCD Website" box below to learn how to navigate the Arkansas APCD website.

What's New?

[Arkansas APCD Announcements](#)

The **January 2026 Arkansas Healthcare Transparency Initiative APCD** is now available for data request fulfillment. Data through September 2025 is included in this release. Reference the release notes and universe counts in the [Understanding the Data](#) button on this page.

Data Requester Resources

The Arkansas HTI data assets, including the Arkansas All-Payer Claims Database and Arkansas non-claims based health data (i.e., Vital Statistics data, Cancer Registry data, Hospital Discharge and Emergency Department data for the uninsured, Arkansas Workers Compensation data, and Medical Marijuana cardholder data) are available for data requests through the

User Name and Password



Arkansas All-Payer Claims Database



Home Reports & Maps Resources Governance **Web Portal** About the APCD

Search this website Search

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Web Portal: Submitting Entity and Data Requester Access

The Arkansas All-Payer Claims Database (APCD) Web Portal provides authorized, secure access for data submission and data release.

Signing up for a Web Portal Account

To request an account, please contact [APCD Technical Support](#).

To submit an online technical support question, please [fill out our online contact form](#), and our technical support team will respond to your question within 2 business days.

Log into the Web Portal

User Name:

Password:

Log In

Web Portal Dashboard

- After logging in, users will be directed to the Web Portal Dashboard. On this page, users may access the following tabs:
 - Upload Files
 - Retrieve Files
 - Account History
 - Data Exceptions
 - Technical Support

Web Portal Setup: Account Overview

- In the Account Overview box, users will be able to see the following entity-specific information collected from registration:
 - Organization: Submitting Entity (SE)
 - Entity Code: NAIC Company Code
 - Account Type: Automated to Reflect SE
 - Contact Email: Email for SE Point of Contact
 - Contact Phone: Phone Number for SE Point of Contact

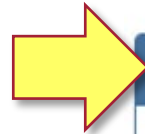
Web Portal Setup: Account Overview

Home Reports & Maps Resources Governance **Web Portal** About the APCD

[Home](#) / [Web Portal](#) / Web Portal Dashboard

Web Portal: Dashboard

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! [Click here](#) to log out.



Account Overview

Organization
ACHI Test Entity

Entity Code
99999

Account Type
Submitter

Contact Email

Contact Phone
501-526-2244

[Upload Files](#) [Retrieve Files](#) [Account History](#) [Data Exceptions](#) [Technical Support](#)

If you have new .ZIP files to upload on behalf of your organization, please add them here, and then click the 'Upload File(s)' button. Note that ONLY .ZIP files will be accepted.

Please choose which .ZIP files you'd like to upload:

Web Portal Setup: Upload Files

Under the *Upload Files* tab, users will be able to add and submit files on behalf of their organization.

Welcome to the Arkansas All-Payer Claims Database Web Portal Dashboard! [Click here](#) to log out.

Account Overview

Organization
ACHI Test Entity

Entity Code
99999

Account Type
Submitter

Contact Email

Contact Phone
501-526-2244

Upload Files Retrieve Files Account History Data Exceptions Technical Support

If you have new .ZIP files to upload on behalf of your organization, please add them here, and then click the 'Upload File(s)' button. Note that ONLY .ZIP files will be accepted.

Please choose which .ZIP files you'd like to upload:

Use the Select button to browse for files to be uploaded.

Web Portal Setup: Upload Files

Under the **Upload Files** tab, up to five files can be uploaded in a single session. The file upload status can be tracked using a progress bar.

Web Portal: Dashboard

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! [Click here](#)

Account Overview

Upload Files

Retrieve Files

Notifications

Account

Upload Files

If you have new .ZIP files to upload on behalf of your organization, please add them to the list below. Only files that are accepted will be uploaded.

Please choose which .ZIP files you'd like to upload:

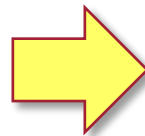
ARAPCD_12345_PROD_20150928_201501_01_01_ELG.DAT.zip Remove

ARAPCD_12345_PROD_20150929_201502_01_01_ELG.DAT.zip Remove

ARAPCD_12345_PROD_20150930_201503_01_01_ELG.DAT.zip Cancel

Upload File(s)

View file
upload status.



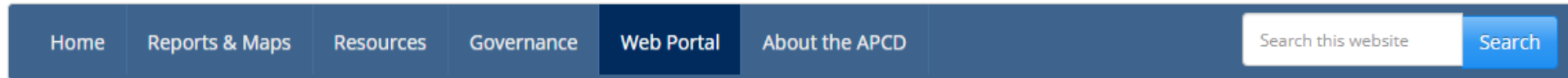
Once files are selected, be sure to
click the Upload File(s) button to
complete the upload.



Web Portal Setup: Retrieve Files

- Under the **Retrieve Files** tab, users will be able to retrieve and view files produced by the APCD:
 - Data Validation Reporting
 - File Level Analysis Reporting
 - Other files uploaded from APCD to the SE

Web Portal Setup: Retrieve Files



[Home](#) / [Web Portal](#) / Web Portal Dashboard

Web Portal: Dashboard

Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! [Click here](#) to log out.

Account Overview

Organization
ACHI Test Entity

Entity Code
99999

Account Type
Submitter

Contact Email
[redacted]

Contact Phone
501-526-2244

[Upload Files](#) [Retrieve Files](#) [Account History](#) [Data Exceptions](#) [Technical Support](#)

Any files that have been prepared for you by the Arkansas APCD will be available for you to retrieve here.

Uploaded File	Available Downloads
ARAPCD_99999_PROD_20251218_202509_01_01_DNT_20251219_143722_DV <i>Uploaded on 4/23/2026</i> <i>Expires on 5/7/2026</i>	Summary File

Web Portal Setup: Account History

- Under the **Account History** tab, users will be able to view detailed information regarding their specific accounts.
- Actions listed include:
 - Successful login to the APCD Web Portal
 - File Successfully Uploaded (with name of file)
 - Downloaded Reports

Web Portal Setup: Account History

Web Portal: Dashboard


Welcome to the Arkansas All-Payer Claims Database (APCD) Web Portal Dashboard! [Click here](#) to log out.

Account Notifications

You have 1 files that are now available for download that have not yet been downloaded. These files will be available until 12/12/2016. Please download these files as soon as possible by visiting the [Retrieve Files](#) tab.

Account Overview

[Upload Files](#) [Retrieve Files](#) [Account History](#) [Data Exceptions](#) [Technical Support](#)



Action	Action Time
Downloaded file ARAPCD_99999_TEST_20151230_201511_01_01_ELG_20160316_123954_DV_DETAIL.DAT.ZIP	11/28/2016, 2:25 PM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 2:22 PM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 2:17 PM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 11:59 AM
Successful login to the Arkansas APCD Web Portal	11/28/2016, 10:15 AM

Web Portal Setup: Technical Support

- Questions, requests for support, and technical issues may be sent via email to support@achiapcd.atlassian.net
 - This email will automatically create a ticket in the Service Desk portal where SEs and the Arkansas APCD team can communicate.
- Questions or issues may include the following:
 - Account Details Update
 - Building Data Files
 - Data Definition/Clarification
 - Data Field Exception
 - Data Submission Guide (DSG) questions
 - File Upload/Retrieval
 - User Name/Password Retrieval
 - Other

Section IV

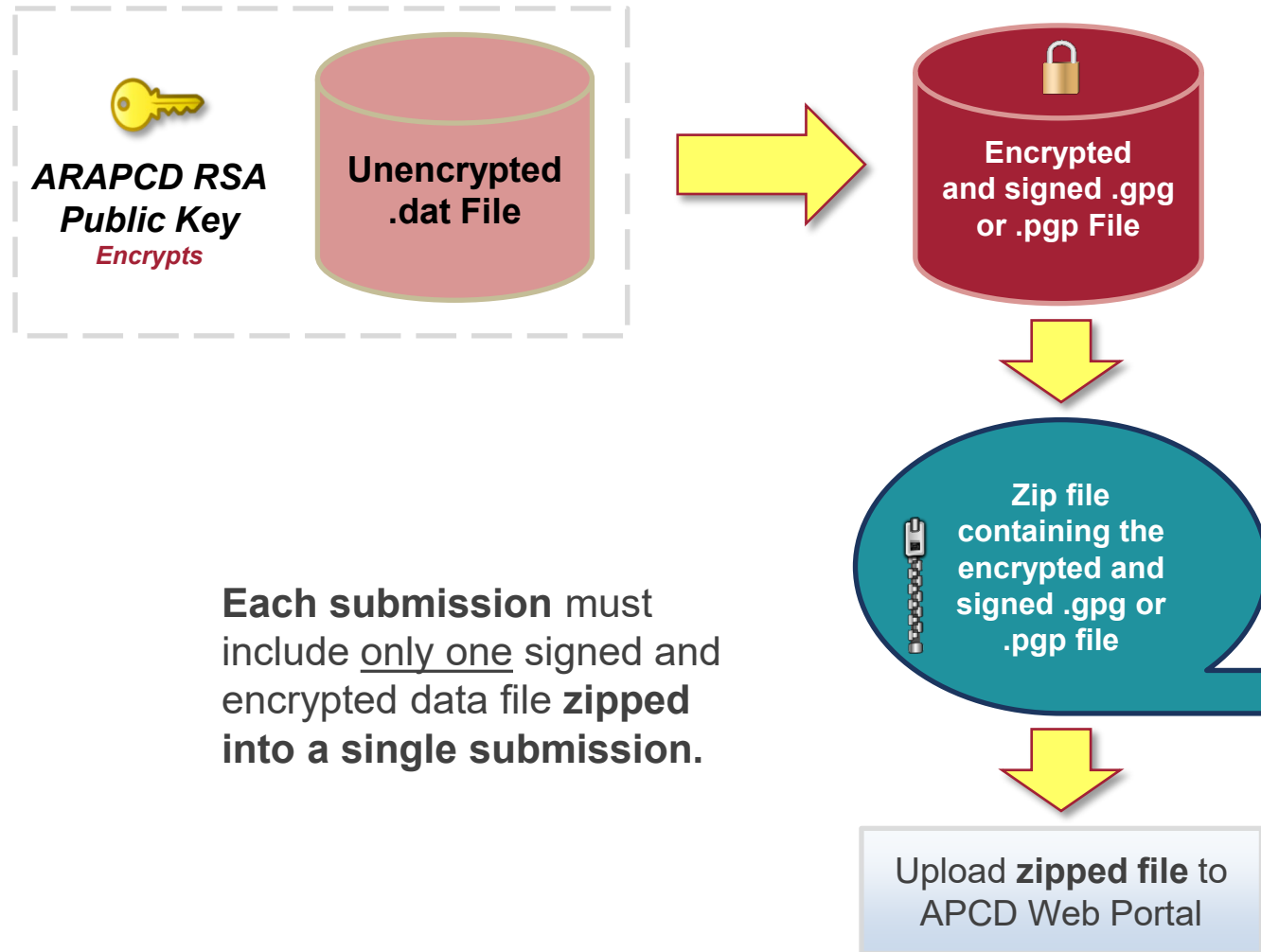
Data Submission

Data Submission Preparation and Packaging

- Required Software:
 - Encryption software capable of creating an encrypted and signed file and using OpenPGP format keys.
 - Software capable of creating regular zip format compression output.
- Tips for successful data intake submission:
 - Unencrypted file format must be 7-Bit ASCII without a byte order mark. Carefully review the File Format section of the current DSG.
 - Correctly formatted header, control count, and trailer rows.
 - Filename and file extensions are important in the automated intake process. Carefully review File Naming Convention section of the current DSG.
 - Using smaller TEST files before submitting PROD files to fix any issues.
 - APCD Technical Support is available to assist and answer questions.

Submission File Creation Process

Encrypt and sign data file with **ARAPCD RSA Public Key**, sign using **SE RSA Private Key**.
Creates .gpg or .pgp file.



Each submission must include only one signed and encrypted data file **zipped into a single submission.**

Entity Encryption Practice

- SEs are recommended to practice key creation, encryption, and decryption prior to submitting any production data. Steps:
 - Create keys and export public key certificates.
 - Encrypt and sign a test data file in the correct DSG format using the ARAPCD_RSA public key and the SE's RSA private key to sign.
 - Optional: Zip encrypted file in a package and verify filenames, extensions.
 - Submit TEST packages through the APCD web portal.
 - Download data validation reports from web portal, unzip and decrypt.
- A separate training resource is available regarding creation of keys and the encryption process if instruction is desired.

Section V

Test Data Delivery

Test Process: Data Delivery – SE to APCD

- The SE will deliver sample* data to the APCD as follows:
 1. Exchange public keys with APCD Technical Support.
 2. Create test sample data file.
 3. Encrypt test sample data file using the ARAPCD public key and sign with SE private key.

*Sample data can be any small file. It does not have to be member or claims data. Member or claims data are required for the test data (see slide 37). The SE can submit member or claims data as the sample file if preferred.

Test Process: Data Delivery – SE to APCD

- The SE will deliver data to the APCD as follows (cont.):
 4. Optional: Zip the test sample data encrypted file into a single .zip file.
 5. Submit package using APCD Web Portal or other pre-approved transfer process.
 6. Notify the APCD Technical Support team via email of file submission.

Test Process: Data Delivery – APCD to SE

- Upon data receipt, APCD Technical Support team will:
 1. Unzip the test sample data file package.
 2. Confirm encrypted sample data file is present.
 3. Verify encrypted sample data file signature.
 4. Decrypt the sample data file using the APCD private key.
 5. Confirm data contents with SE.
 6. Upload Data Validation Report to Web Portal for SE review.
 7. Address any questions.

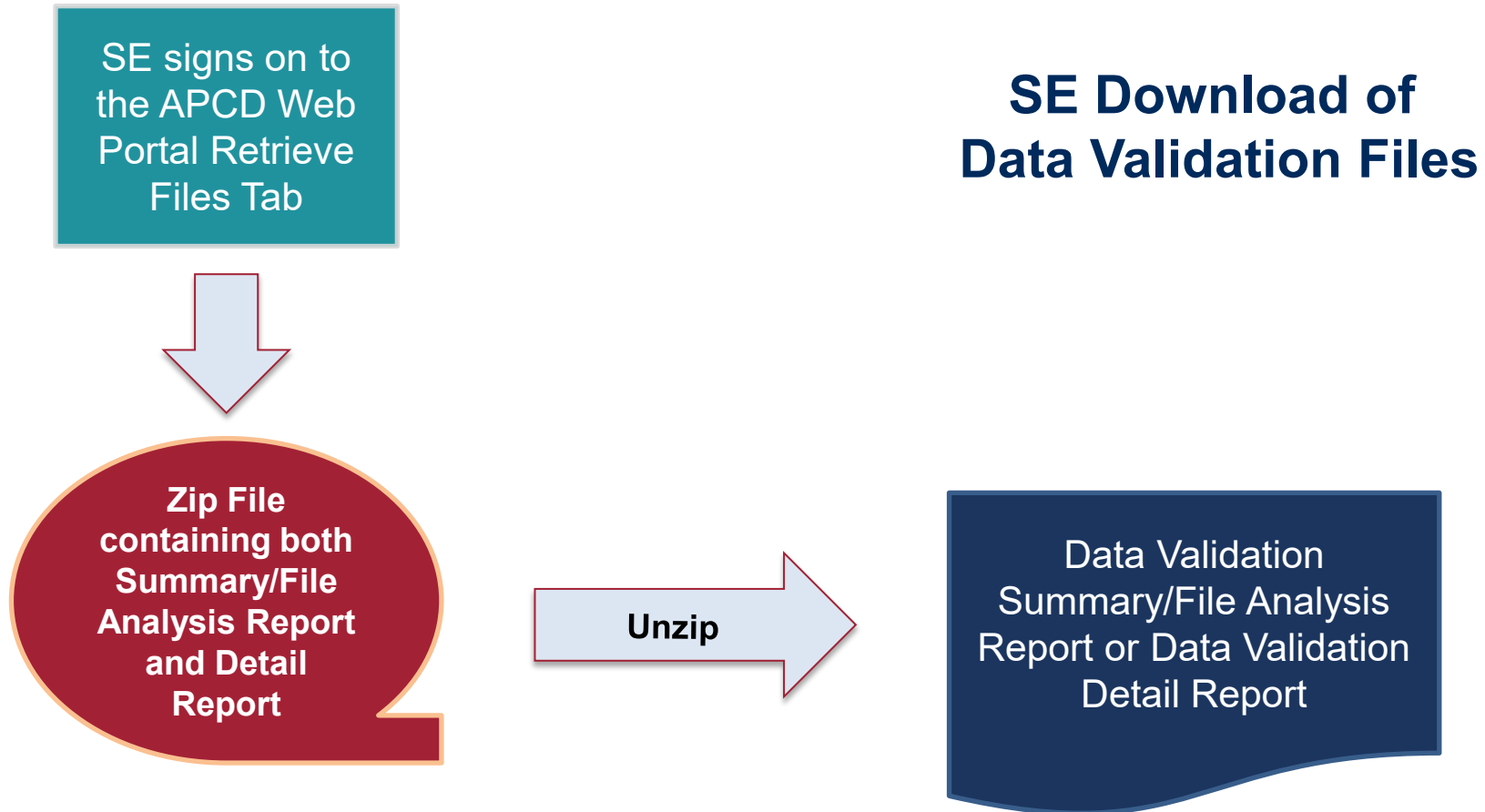
Test Data Delivery

- After successfully executing the sample data file, SEs can submit the test files using the same protocols. See Test Data section in the DSG.
- Test file submission requirements: Each submitting entity shall provide data prior to the submission of full datasets. Test data shall include at least a full month of activity for the following data categories, as applicable:
 - Member enrollment data
 - Medical claims
 - Pharmacy claims
 - Dental claims
 - Provider data

Manual Review of Test Data by APCD

- The APCD technical team will perform a manual review process of each data file submitted that is not done during the data validation assessment.
 - Ensure matching of member and subscriber IDs and key fields including date of birth and sex across file types.
 - Provide clarification of what is expected in the hashing algorithm for ME998 in the enrollment data.
 - Any other extra review needed.

Data Validation: APCD to SE



Section VI

Technical Support Process

APCD Technical Support Contact Info

Email:

support@achiapcd.atlassian.net

Days and Times

(excluding state and federal holidays):

Monday through Friday

9 a.m.– 4 p.m. Central Time

Types of Communication

- Data Submission Results
 - Submission confirmation (pass or fail)
 - Data quality confirmation via report
- Meeting Notifications
 - Electronic calendar invitations
 - Follow-up via phone, email, or web portal (as needed)
- Technical Support
 - Contact changes
 - Phone number changes
 - Email address changes

Types of Communication

- APCD Updates and Changes
 - Production and database availability
 - Data changes
 - New features
 - New or updated reports
- APCD Website and Web Portal Updates
 - New functionality release
 - New or updated technical documentation
 - New or updated communication tools

Types of Communication

- Regulatory requirements updates from ACHI on behalf of AID
 - Rule 100
 - Changes to the DSG

Section VII

File Naming Protocols

Data File Naming Protocols

- Data files must adhere to this naming convention:

ARAPCD_[EntityCode]_[Test or Prod]_[SubmissionDate]_[CoveragePeriodDate]_[FileNo]_[FileCount]_[EntityAbbreviation].dat

- Components:
 - ARAPCD_
 - [EntityCode]_
 - [Test or Prod]_
 - [SubmissionDate]_
 - [CoveragePeriodDate]_
 - [FileNo]_
 - [FileCount]_
 - [EntityAbbreviation]
 - File extension must be .dat

File Name Component Definitions

- **EntityCode** – Codes representing Ses.
 - Private Carriers: NAIC company-level codes
 - Other submitters: A unique 5- or 6-digit alphanumeric code assigned by the ACHI-APCD team
- **[Test or Prod]** – Test is for test data files, Prod is for production data files.
- **SubmissionDate** – Date the file was produced.
 - Date should be in the YYYYMMDD format
- **CoveragePeriodDate** – Represents the year and the last month of the coverage period.
 - Date should be in the YYYYMM format
 - For example: For data pulled between 7/01/2025 and 9/30/2025, the CoveragePeriodDate would be “202509”

File Name Component Definitions

- FileNo – 2-digit number representing number of the file as it relates to total number of files to be received.
- FileCount – 2-digit number representing total number of files to be received.
 - “01_01” represents file 01 of 01 expected files.
 - “01_09” represents file 01 of 09 expected files.
- EntityAbbreviation – Abbreviation representing file type:
 - DNT = Dental Claims
 - CLM = Medical Claims
 - ELG = Member Enrollment Data
 - PHM = Pharmacy Claims
 - PRV = Provider Data
 - NCP = Non-Claims Payment Data
 - PR = Pharmacy Rebate Data

Example file name: ARAPCD_12345_Test_20150101_201412_01_01_ELG.dat

Section VIII

Other Materials

Abbreviations

Abbreviation	Definition
ACHI	Arkansas Center for Health Improvement
APCD	Arkansas All-Payer Claims Database
AID	Arkansas Insurance Department
DSG	Arkansas APCD Data Submission Guide
HTI	Arkansas Health Transparency Initiative
NAIC	National Association of Insurance Commissioners
RSA	A cryptosystem for public-key encryption, widely used for securing sensitive data, particularly when being sent over an insecure network
SDSG	Arkansas APCD Supplemental Data Submission Guide
SE	Submitting Entity - carrier or payer submitting data to the APCD
SFTP	Secure file transfer protocol
TRG	Arkansas APCD Technical Reference Guide