

Coming July 17—New Online Community!



The St. Louis Arc is Excited to Introduce the New Web Portal and Online Community for ARCH Families

What Does This Mean for Our ARCH Families?

ARCH Families will now have access to our new, improved and easy-to-use online tool!

- You must have valid, working email address to access the online community;
- You can access the community site through your mobile devices including smart phone, tablets or iPads;
- Submit utilization reports for reimbursement via computer and through mobile devices;
- Update your personal information in a real time on a secured, encrypted site.
- There are 5 easy steps to getting registered to use the new system!



All questions and updated information should be emailed directly to arch@slarc.org

5 Easy Steps to Register for Online Access!

1. If you do NOT receive our emails, send the following information to arch@slarc.org, so we can update our files: Your first and last name; valid and working email address, and your current street address;
2. You must have a valid, working email address to have access to the portal;
3. All new and current families with email addresses will receive an email link on July 17 to register;
4. Your email address will also be your user name;
5. You will choose your own password for the portal.

If you have questions or updated information you want to submit, please email us at: arch@slarc.org

The St. Louis Arc's in-home residential support program, ARCH (Assistance with Residential Care in the Home), reimburses primary caregivers for short-term care of their loved one. This service is often referred to as respite.



**Empowering People
with Disabilities.**

**System change over and upgrade
will start July 7 at 4:30 p.m.!**

- Online system will be locked out July 7 (4:30 p.m.) for upgrade and end of year change over;
- New online system will be available to those that register on Monday, July 17 at 9:00 a.m.;
- There will be plenty of time to submit vouchers for the first deadline of July 20.

**Would you like to receive your reimbursements faster?
Here is How Direct Deposit Can Benefit You!**

- Automatic payment dates are TWICE a month—instead of a check being issued and mailed once a month;
- There is no waiting or wondering when your check will be delivered by the Post Office;
- Funds are available in your account immediately on the day of the scheduled ARCH payment dates;
- Saves you trips to your financial institution to deposit/cash the check;
- Your money is deposited into your account even if you are on vacation or away from home;
- Direct deposit eliminates the possibility of lost or stolen checks;
- Direct deposit eliminates charges on lost and reissued checks.
- Send an email to arch@slarc.org if you are interested in signing up for direct deposit, if you are not already enrolled.