

From RUGs to ARIA — Arkansas's Home-Care-Hours Algorithm and the Due-Process Suits That Reshaped It

AI in the Public Sector · Good practice · United States of America

Quality score: 47/100

Evidence strength: Moderate

Summary

Arkansas replaced individualized nurse assessments of home-care hours with an algorithm (RUGs, then Optum's ARIA); federal and state courts found due-process violations after cuts left some recipients with barely half their prior hours.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-07

[Arkansas Department of Human Services](#) — accessed 2026-09-07

[Arkansas Times investigation](#) — accessed 2026-09-07

[Benefits Tech Advocacy Hub case study](#) — accessed 2026-09-07

[Human Rights Watch analysis](#) — accessed 2026-09-07

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