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Appeals Information Management System (AIMS) Portal Frequently Asked Questions (FAQ) for Authorized Representative Organizations (AR Org)

Registration and Account

I want to file an appeal on behalf of a client. How do I create an account?

If you have questions about creating an account as an Authorized Representative Organization, you can contact DMAS by phone at (804) 371-8488.

What will I see when I log into the AIMS portal?

When you log into the AIMS portal, your dashboard (your **Home** screen) displays, where you can submit an appeal, view your open and closed cases, and update your user profile.

When you log into the AIMS portal, you see queues displayed to the lower left of the dashboard under **Case Management**. The available queues are *AR Organization Closed Cases Queue* and *AR Organization Open Cases Queue*. The *AR Organization Closed Cases Queue* also displays in the lower center portion of your dashboard. The cases listed in each queue provide you with details like Client Name, Filing Date, Appeal Number, Responsible Agency, Program, Decision Due Date, Decision Outcome.

When you open an appeal record from a queue, you can perform tasks such as upload and download documents, view documents, and download your E-filing Summary.

How do I create my profile?

Your user profile tells the DMAS Appeals Division who you are. When you first log into the AIMS portal, as an authorized representative, you are asked to complete your profile (there is a **My Profile** icon on your dashboard, if you ever need to get back to it). The Profile screen provides fields to enter your personal information (name, organization name, address, direct and secondary phone number, and email address), communication preferences (preferred mode of communication, written language, and spoken language), and if you need accommodations per the Americans with Disabilities Act.

Can I change how DMAS sends me communications?

You can receive communications from DMAS by either email or regular mail. If you choose email, you will receive an email notification letting you know when there is an update to your appeal. If you choose mail, DMAS will mail your notifications. To change your current selection, access your profile (use the **My Profile** icon on your dashboard). In the **Communication Preferences** section, select your **Preferred Mode of Communication**. If you choose email, enter your email address. You must enter your mailing address

information for both options in case we cannot connect to your email. Be sure to click **Save** to save your changes.

- **Email:** If you select email as your option, you will receive a letter through the mail confirming that choice. Unless you change your **Preferred Mode of Communication**, all letters will be in the portal with an email sent to you when the item becomes available.
- **Mail:** If you select regular mail as your option, all letters will be sent to you through the U.S. postal service. You can still log into the portal and view any documents.

How do I update my user profile on the AIMS portal?

You can update your profile information at any time by clicking the **My Profile** icon from your dashboard and updating the fields in the **Profile Information**, **Communication Preferences**, or **Americans With Disabilities Act (ADA) Accommodations** sections. After you make the necessary updates, be sure to click **Save** to save your changes.

Note: Updates to your address through the appeal process will be effective the next business day. If you have a military address, please contact DMAS to ensure you can receive mail at your location.

How do I get back to my dashboard?

You can return to your dashboard from any screen in the portal by clicking **Home** in the top left of your screen.

Filing a New Appeal

How do I submit a new appeal?

To submit a new appeal, select the **Create New Appeal** icon from your dashboard. The *New Appeal* form displays for you to enter your information. You must complete all required fields (indicated by the red "R" icon to the right of the field).

The AIMS portal is dynamic: as you enter information or make selections, new fields or options may display. Once you complete all the required information (at a minimum) and upload supporting documents, click the **Submit** button to file your request.

How do I assign myself as the Authorized Representative to an appeal?

If you are the Authorized Representative, upload your Authorized Representative Documents in the **Authorized Representative Documentation** section of the *New Appeal* form. At a minimum, you must complete all the required fields (indicated by the red "R" icon to the right of the field). DMAS may ask you for additional information regarding your authorized representative documentation.

Where do I find more information on the appeals process?

Visit <https://www.dmas.virginia.gov/#/appealsresources> for more information on the appeal process.

Can I file more than one appeal?

You may file multiple appeals through the AIMS portal. Each appeal you file is treated as a separate appeal of adverse action. Adverse actions can include a denial of an application for Medicaid, a reduction or termination of services or benefits, or an Agency's failure to act timely on your request.

Documents

What documents do I need to submit with the appeal?

Submit the documentation that identifies you as the Authorized Representative, a Notice of Action if available, so DMAS will know what you are appealing, and any additional documents you would like reviewed with the appeal. You can complete the additional fields under the "**Appeal Information: What Are You Appealing?**" section on the client appeal form to explain why you want a hearing.

How do I upload documents to a new appeal?

You can add documents when creating a new appeal before you submit your appeal. Click **Drop files here to upload** in the **Additional Documentation** section of the form (find it at the bottom of the form). Select the document (or documents) from your computer or mobile device. Then click the **Upload** button. A pop-up will display asking you if you would like to upload these files to your appeal. If so, select **OK**.

Can I use my tablet or phone to upload my documents?

Yes, you may upload documents from a compatible mobile device. If your device has a camera, it might help to take pictures of your documents to upload to your appeal.

How do I upload a document to an existing appeal?

To upload a document to an open appeal, access the appeal from the *AR Organization Open Cases Queue*. Click **Drop files here to upload** in the top section of your screen to upload documents from your computer or mobile device. Then click the **Upload** button. A pop-up will display asking you if you would like to upload these files to your appeal. If so, select **OK**.

How do I view appeal documents?

You can view appeal documents regardless of the status of that appeal. All associated documents display in the **Existing Documents** section of each appeal. To access existing documents on an appeal, open an appeal from the *AR Organization Open Cases Queue*.

What do I do if I uploaded the wrong document?

If you select the wrong file for upload but have not yet clicked the **Upload** button, you can replace the file by clicking the **Remove All** button. Then, find the correct document to upload. If you complete the upload process and submit the wrong document, contact the DMAS Appeals Division at 804-486-2865 for help.

Monitoring Your Appeal

Where do I find the appeal request in the AIMS portal?

Under **Case Management**, the *AR Organization Open Cases Queue* and *AR Organization Closed Cases Queue* are listed. Each appeal case submitted under your account and linked through your email address will appear here according to its status.

What appeal information can I view in the AIMS portal?

For each queue listed under **Case Management**, you can view the Client Name, Appeal Number, Responsible Agency, Program, Decision Due Date, and Decision Outcome. You can also view the Filing Date, Status, Hearing Date, and Time in the *AR Organization Open Cases Queue*. You can also view and download documents in the **Existing Documents** section.

How will I know there are documents to review?

AIMS will send you an email notification when there are new documents for you to review in the AIMS portal. You can view or download documents from the **Existing Documents** section after accessing your appeal from the *AR Organization Open Cases Queue*.

How can I find my appeal number?

Appeal numbers appear in the third column of the *AR Organization Open Cases Queue* and *AR Organization Closed Cases Queue* and are listed in order of submission date.

How do I check the status of my appeal?

If you are not on your dashboard, click **Home**. From your dashboard, scroll down to the *AR Organization Open Cases Queue*, locate the **Status** column to view your appeal status. Your appeal could be in any of the following statuses:


- *Pending Review*: Appeal request was created and DMAS review is in progress.
- *Pending Scheduling*: DMAS is in the process of scheduling a hearing.
- *Scheduled*: The hearing date and time is confirmed.
- *Heard*: Appeal was heard
- *Pending Hearing Docs*: The Hearing Officer is awaiting additional documents

- *Decision*: The appeal was heard and is pending a Hearing Officer's decision.

Can I sort appeals?

Yes, you can sort your appeals by clicking any column header to sort by the values in that column, in ascending or descending order.

How can I refresh to view current information on my appeal(s)?

Click the **Refresh**  button in *AR Organization Open Cases Queue* to view current information on appeals as they move through the appeals process.

Hearing and Scheduling

How do I find the date/time of an upcoming appeal hearing?

Hearing information is displayed in the *AR Organization Open Cases Queue* under **Case Management**. If you are not on your dashboard, select **Home**. Once you are on your dashboard, scroll down the page to the *AR Organization Open Cases Queue*; you will find the hearing date and time information in the columns listed.

Decision

Where do I find the decision once my appeal is closed?

To review the decision, select your appeal number from the *AR Organization Closed Cases Queue*. If DMAS has released a decision, the status of that appeal will be "Closed." Locate the document type, "Final Decision," in the **Existing Documents** section, and click on the **Document Name** hyperlink to download the decision.

General

Who do I contact for technical assistance when using the AIMS portal?

If you need technical assistance, contact the DMAS Appeals Division at 804-486-2865.

Who do I contact if I have questions about an appeal?

If you have questions about an appeal, you can contact us by phone at (804) 371-8488.

What is the mailing address for the Department of Medical Assistance Services?

Our mailing address is:



AIMS FAQs for Authorized Representative Organizations

Virginia Department of Medical Assistance Services
Appeals Division
600 E. Broad St.
6th Floor
Richmond, VA 23219

What is the fax number for the DMAS Appeals Division?

The fax number for the Appeals Division is (804) 452-5454.

Are there additional reference documents on how to use the AIMS portal?

Yes, additional resources such as an *Appeals Information Management System (AIMS) User Guide for Clients* and short demonstration videos by topic are available at this link:

[https://vamedicaid.dmas.virginia.gov/training/appeals.](https://vamedicaid.dmas.virginia.gov/training/appeals)