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AIMS FAQs for Agencies and Contractors



Appeals Information Management System (AIMS) Portal Frequently Asked Questions (FAQ) for Agencies and Contractors

Registration and Account

How do I request access to the AIMS portal?

To request access to the AIMS portal, complete the Agency Access Request page on the Department of Medical Assistance Services (DMAS) website at this link:

<https://appeals-registration.dmas.virginia.gov/agency>

The DMAS Appeals Division confirms your request by email. If DMAS approves your access to the AIMS portal, an account will be created for you, and you will receive separate emails with your user ID and temporary password. You can change your password once you log in.

If you or your Agency submitted a request and have not heard from us within two (2) business days, please contact the AIMS Help Desk at (804) 486-2865.

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

When you log into the AIMS portal, you will see queues displayed on your dashboard. The available queues on the Agency portal include: *Client Proposed Hearings Queue*, *Client Open Appeals Queue*, *Client Closed Appeals Queue*, *Provider Open Appeals Queue*, and *Provider Closed Appeals Queue*. These five (5) queues are visible on your dashboard, but not all queues will populate with appeals if you do not have access to both client and provider appeals. For example, the *Client Proposed Hearings Queue* will be empty for provider agencies because provider appeals are not confirmed through the portal. Therefore, provider agencies will not use this queue, but it will remain visible on the dashboard. The appeal records listed in each queue provide you with details like an Appeal Number, Status, Client Name, Hearing Type, Date, and Time.

When you open an appeal record from a queue, you can perform various tasks such as upload documents, confirm or decline hearings, and download and view documents.

How do I update my profile?

You can click the **My Profile** icon on your dashboard to update your profile information.



How do I return to my dashboard?

You can return to your dashboard from any screen in AIMS by clicking on the word Home in the top left of your screen.

Monitoring My Agency's Appeal

How does the AIMS portal help prioritize and manage appeals for my Agency?

The AIMS portal uses queues to organize appeals by status. You have access to five (5) different queues: *Client Proposed Hearings Queue*, *Client Open Appeals Queue*, *Client Closed Appeals Queue*, *Provider Open Appeals Queue*, and *Provider Closed Appeals Queue*. You can open a queue, select an appeal from the queue, and perform various tasks depending on the appeal status.

All five (5) queues are visible on your dashboard, but not all queues will populate with appeals if your Agency does not have both client and provider appeals.

What type of information can I view for an open appeal?

For an open client appeal, you can view the Appeal Number, Status, Client, Continued Coverage, Appeal Summary Due, Appeal Summary Submitted, Hearing Type, Hearing Date, Hearing Time, Assigned Worker, and Agency Assignment.

For an open provider appeal, you can view the Appeal Number, Case Type, Status, Due Date, Provider, Representative, Member, Program/Issue, Case Summary Due, Case Summary Received, and the IFFC or Hearing Date.

You can also view and download documents in the **Existing Documents** section.

How do I identify the appeals for which an Appeal Summary or Case Summary is due?

You can locate the **Appeal Summary Due** and the **Appeal Summary Submitted** columns in the *Client Open Appeals Queue*. You can locate the **Case Summary Due** and **Case Summary Received** columns in the *Provider Open Appeals Queue*.

This information is not available in the *Client Proposed Hearings Queue*. You must confirm or decline the proposed hearing to move the appeal to the *Client Open Appeals Queue*, where the information displays.

How do I find the status of an open appeal?

Locate the **Appeal Status** column to view the status of an open appeal from the *Client Proposed Hearings Queue*, *Provider Open Appeals Queue*, and *Client Open Appeals Queue*.



An open client appeal in the Agency portal will be in one of the following statuses:

- *Pending Review*: The appeal request was created and DMAS review of the appeal request is in progress.
- *Pending Scheduling*: The appeal request was created and DMAS review of the appeal request is in progress.
- *Scheduled*: The hearing date and time is confirmed.
- *Heard*: The appeal was heard but is waiting for documents from the Agency or Appellant.
- *Decision*: The appeal was heard and is pending a Hearing Officer's decision.

An open provider appeal in the Agency portal will be in one of the following statuses:

- *Pending Review*: The appeal request was created and DMAS review of the appeal request is in progress.
- *Pending Scheduling*: IFFC (Informal Fact-Finding Conference) scheduling is pending, if requested.
- *Scheduled*: The IFFC is scheduled, if requested.
- *Heard*: The appeal was heard, but the IAA is waiting for documents.
- *Decision*: The appeal was heard and is pending an IAA decision.

Appeals that require your attention to confirm or decline a proposed hearing date and time are in a "Pending Scheduling" status located in the *Client Proposed Hearings Queue*.

When a decision is released, the appeal moves to the "Closed" status. If you are unable to locate an appeal, look at the *Provider Closed Appeals Queue* and *Client Closed Appeals Queue*.

Where do I find the *Notification of Appeal* letter?

To find the *Notification of Appeal* letter in AIMS, open the appeal from any five (5) queues, depending on your queue availability, on your dashboard. The *Notification of Appeal Letter* is located in the **Existing Documents** section for you to view or download.

Can I sort appeals in my queues?


Yes. To sort a list of appeals in a queue, click any column header to sort by the values in that column, either in ascending or descending order.

How do I search for an appeal?

To search for an appeal, find the search box located just above the list of appeals in a queue, and enter search criteria to filter appeals by values in columns such as Status or Assigned Worker.



How can I refresh the queues to view current information on appeals?

Each queue has a **Refresh**  button next to the search box located just above the list of appeals in a queue. Click the **Refresh** button to view current information on appeals as they move through the appeals process.

Documents

How do I view appeal documents?

You can view appeal documents in any status, even a closed status. To access existing documents on an appeal, open an appeal by clicking anywhere in that record's row from any available queue on your dashboard. All associated documents display in the **Existing Documents** section of each appeal.

How do I upload a document like an Appeal Summary or a Notice of Action (NOA)?

You can upload documents to any open appeal. To upload a document, such as an Appeal Summary or Notice of Action, access the appeal from either the *Provider Open Appeals Queue*, *Client Open Appeals Queue*, or the *Client Proposed Hearings Queue*. Click **Drop files here to upload** section to upload documents from your computer or mobile device. Select the document from your local directory, and confirm the document you selected is correct. Select a file type from the **Select Type** dropdown, then click the **Upload** button. A pop-up message will display asking you if you would like to upload these files to your appeal. If so, click **OK**. Once uploaded, the document displays in the **Existing Documents** section.

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 completed the upload process for the wrong document, contact the DMAS Appeals Division at (804) 486-2865 for help.

Hearing and Scheduling

How can I tell which appeals require confirmation for a proposed hearing?

You can find appeals pending confirmation for a proposed hearing in the *Client Proposed Hearings Queue*. This queue lists all appeals in a "Pending Scheduling" status awaiting confirmation by your Agency. Open the appeal to confirm or decline the proposed hearing. If confirmed, enter the assigned agency worker information. If declined, DMAS will receive the notification to reschedule.



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You will not see provider appeals in this queue because provider appeals are not confirmed through the AIMS portal.

How do I add the Assigned Worker on an appeal?

AIMS requires you to complete the assigned agency worker information when you confirm a hearing. When you confirm and save the information entered, AIMS populates the **Assigned Worker** column of the *Client Open Appeals Queue*. Keep in mind that the Agency worker entered becomes the designated *primary* Agency worker for the appeal. This is the individual who represents the Agency at the hearing or coordinates all of the individuals from the Agency who will appear at the hearing. In this context, the term “Agency” can either mean a State Agency or DMAS contractor.

How do I change the Assigned Worker on an appeal?

To change an Assigned Worker after a hearing has been confirmed, click on the appropriate record in the **Client Open Appeals Queue**. The **Appeal** screen displays. Click “**(Edit)**” next to the assigned worker’s name (above the **Existing Documents** section). The **Assigned Worker** fields display. Update all the required fields (shown with a red asterisk * next to them) as well as the Pin Number, as necessary. Click the **Update** button.

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

To view the date/time of an upcoming client appeal hearing, access the *Client Open Appeals Queue* and view the hearing details located under the Hearing Type, Date, and Time columns.

To view the date/time of an upcoming provider appeal hearing, if one is requested, access the *Provider Open Appeals Queue*, and view the hearing details located under the IFFC or Hearing Date column.

Closed Appeals

How can I view closed appeals with a recently issued decision?

To view closed appeals, select the *Provider Closed Appeals Queue* or *Client Closed Appeals Queue*. If appropriate, the Decision Date and Decision Outcome for the appeal displays in the list. To locate the decision documents, click on the appeal row to view and download documents from the **Existing Documents** section.



AIMS FAQs for Agencies and Contractors

What information can I view for a closed appeal?

For a closed client appeal, you can view the Appeal Number, Client, Member ID, VACMS ID, Decision Date, Decision Outcome, Remand Due Date, Assigned Worker, and Agency Assignment.

For a closed provider appeal, you can view the Appeal Number, Case Type, Status, Provider, Representative, Member, IFFC or Hearing Date, Decision Date, and Decision Outcome.

You can also view and download documents for both client and provider closed appeals in the **Existing Documents** section of the appeal.

General

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

If you need technical assistance, contact the AIMS Help Desk at (804) 486-2865.

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

If you have questions regarding an appeal, contact the DMAS Appeals Division at (804) 371-8488.

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

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

What is the fax number for the DMAS Appeals Division?

The fax number for the DMAS 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 Agencies and Contractors* and short demonstration videos by topic are available online. Click the following link to access these resources:

<https://vamedicaid.dmas.virginia.gov/training/appeals>. When you access the online site, click the Agencies & DMAS Contractors link to find information specific to your role in AIMS.