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Appeals Information Management System (AIMS) Portal Frequently Asked Questions (FAQ) for Clients

Registration and Account

I want to file an appeal. How do I create an account?

You can use this link (<https://appeals-registration.dmas.virginia.gov/client>) to create an account for the Appeals Information Management System (AIMS) portal. You will enter your first name, last name, and a valid email address. You cannot enter the same email address if you already have an AIMS account. After you click **Register**, a *Registration Request Received* message displays, and an email notification is sent to the email address you provided. To keep your account safe, you'll receive separate emails for your user ID and your temporary password. You can change your password once you log in.

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

When you log into the AIMS portal, your dashboard or **Home** screen displays. Here you can submit an appeal, view your open and closed appeals, and update your user profile. The **My Appeals** section of the dashboard lists appeals with details like Appeal Number, Filed Date, Agency, Program, Continued Coverage, Status, Hearing Type, Date, and Time, Decision Due Date, Closed Date, and Decision Outcome.

You can open an appeal record by clicking on any record in the **My Appeals** list, which takes you to the **Appeals** screen. Using the **Appeals** screen, you can upload documents, request to reschedule a hearing, download and view documents, or withdraw an appeal.

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 appellant or 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, date of birth, social security number, Medicaid member ID, and Medicaid case number) and communication preferences (address, phone number, email, how you prefer DMAS to contact you, and your preferred written and spoken language). If you are filing for someone else, as an authorized representative for example, you may not need to complete all these fields: you will add the appellant's information when you create the appeal.

How do I change my password?

Click here (<https://login.vamedicaid.dmas.virginia.gov>) to log in or reset your password. This link will take you to the **Log in** page where you first entered your login information to access the AIMS portal. Click *Reset password* and follow the instructions to change or reset your password.

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 via U.S. Mail.

To change your current selection, access your profile by clicking 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 and Go Home** 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.
 - Choosing **Email** for communication enables you to receive an email alert anytime a change is made to your appeal file, reminding you to check the most current status of your appeal and any new documents added. If you choose “Email” for your **Preferred Mode of Communication**, you will not receive copies of appeal documents through regular U.S. mail.
- **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 **Create Your Profile** or **Communication Preferences** sections. After you make the necessary updates, be sure to click **Save and Go Home** 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 Client eFiler 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 an Authorized Representative to my appeal?

If you are the appellant, you need to enter information about your authorized representative in the **Authorized Representative** section of the *Create a 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.

Where do I find more information on the appeals process?

Visit <https://www.dmas.virginia.gov/appeals/> 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 an 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 my appeal?

If you received a Notice of Action, include the Notice of Action with your appeal request, so DMAS knows what you are appealing. You should also upload any additional documents you would like reviewed with your 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 your new appeal *before* you submit your appeal. Click **Drop files here to upload** in the **Additional Documentation** section of the form (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**. When you select **OK**, the uploaded files will disappear from the **Additional Documentation** section, and you will see a message that says, Files Uploaded Successfully.

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?

You can upload documents to your open appeal(s). To upload a document, access the appeal from the **My Appeals** section. 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**. When you select **OK**, the uploaded files will disappear from the section and appear on the Existing Documents list on the appeal.

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 **My Appeals** 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 complete the upload process and submit the wrong document, contact the AIMS Help Desk at 804-486-2865 for help.

Monitoring Your Appeal

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

The **My Appeals** section on your dashboard lists all open and closed appeals submitted under your account and linked through your email address.

What appeal information can I view in the AIMS portal?

For each record listed in the **My Appeals** section, you can view the Appeal Number, Filed Date, Agency, Program, Continued Coverage, Status, Hearing Type, Date, and Time, Decision Due Date, Closed Date, and Decision Outcome. You can also view and download documents in the **Existing Documents** section and **Withdraw** or **Reschedule** your appeal in the **Appeal Actions** section.

How will I know there are documents to review?

If your preferred communication preference in the AIMS portal is email, AIMS will send you an email notification when there are new appeal documents for you to review in AIMS. If your preferred communication is Regular Mail, new appeal documents will be mailed to you via US Mail. No matter what communication preference you choose, you can always log into the AIMS portal to view or download documents from the **Existing Documents** section after accessing your appeal from the **My Appeals** section.

How can I find my appeal number?

Appeal numbers appear in the first column of the **My Appeals** section 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 **My Appeals** section and locate the **Status** column to view the status of your appeal. 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*: Appeal was heard and the Hearing Officer's decision is pending

- *Closed*: A Decision was issued and can be found in the existing documents section of the appeal

Can I sort appeals in the My Appeals section?

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 the **My Appeals** section to view current information on appeals as they move through the appeals process.

How do I withdraw my appeal?

You can withdraw an open appeal at any time. Open the appeal you want to withdraw from the **My Appeals** section. On the next screen, under the **Appeal Actions** section, click the **Withdraw** button. A pop-up displays with the message,

"By submitting this form, you are officially withdrawing your case. This means you will not have a hearing to challenge the action you appealed. Any scheduled hearing associated with this appeal will be canceled. Please confirm you would like to withdraw your appeal. This is the final action that will be taken on your appeal. I confirm I want to withdraw my appeal."

Click **OK** to confirm, and provide your initials confirming the withdrawal. After you click **OK** and provide your initials, your appeal is closed. You will receive a letter confirming your withdrawal and the status of your appeal will now be Closed.

Hearing and Scheduling

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

Hearing information is displayed in the **My Appeals** section on your dashboard. If you are not on your dashboard, select **Home**. Once you are on your dashboard, scroll down the page to the **My Appeals** section. You will find the Hearing date and time information listed in the Hearing Date and Hearing Time columns.

How do I request to reschedule a hearing?

You can request to reschedule a hearing if the appeal is in the "Scheduled" status with a future hearing date. Open the appeal from the **My Appeals** section. On the next screen, under the **Appeal Actions** section, click the **Reschedule** button. You must indicate a reason in the



Reschedule Reason field. Then, click **Request Reschedule** to confirm (or click **Cancel** to cancel the request).

Keep in mind that rescheduling a hearing may result in a longer decision deadline for the case.

Decision

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

To review the decision, select your appeal number from the **My Appeals** section. 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 AIMS Help Desk at (804) 486-2865.

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

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

What is the mailing address for the DMAS Appeals Division?

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 Clients* 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 *Applicants & Members* link to find information specific to you as a member or applicant.