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

Registration and Account

How do I request access to the AIMS portal?

To request access to the AIMS portal, complete the Provider Registration Request page on the Department of Medical Assistance Services (DMAS) website at this link: <https://appeals-registration.dmas.virginia.gov/provider>. This icon (R) indicates a required field – you must complete these fields before clicking the **Request Account** button. This account request is for provider representatives that are authorized to view and help with appeals on behalf of the indicated providers(s).

The DMAS Appeals Division confirms your request by email. If DMAS approves 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 submitted a request and have not heard from us within two (2) business days, please contact the AIMS Help Desk at (804) 486-2865.

How do I log into the AIMS portal?

The AIMS portal is a secure, web-based system, meaning you can upload Protected Health Information (PHI) and other confidential information. Once your account is approved, you will use a username and password to log in.

To log into the AIMS portal, click <https://login.vamedicaid.dmas.virginia.gov>. Enter your username in the **Username** field. Enter your password in the **Password** field. Click the **Sign-In** button. On the **MES Landing** page, click the **Appeals** tile to expand. Click the **Appeals Information Management System (AIMS)** link.

Note: the first time you log into AIMS, you will be directed to complete your User Profile.

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

When you log into the AIMS portal, you will see your dashboard, where you can submit an informal appeal, view open and closed appeals, and update your profile. The Dashboard displays queues that are divided into two sections: **Informal** and **Formal**. The **Informal** queues

include *Provider Informal Open Cases Queue* and *Provider Informal Closed Cases Queue*. The cases listed in each queue provide you with details like Appeal Number, Filed Date, Status, Informal Appeals Agent, Due Dates, Provider Contact, Representative name, and Member name.

If you receive a decision on an informal appeal you disagree with, you can also file a formal appeal. The **Formal** queues include *Provider Formal Open Cases Queue* and *Provider Formal Closed Cases Queue*. The cases listed in each of these queues provide you with details like Appeal Number, Filed Date, Supreme Court Hearing Officer, Appeal Type, Recommended Decision Due Date, Representative name, Provider Contact, and Member name.

When you open an appeal record from a queue, you can perform tasks such as upload documents, download and view documents, and withdraw an appeal.

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.

Informal Appeals

Filing an Informal Appeal

How do I submit an informal appeal?

Click the **Create New Informal Appeal** icon on your dashboard. The *Create an Informal Appeal* form displays. At a minimum, you must complete all required fields (shown with a red “R” icon to the right of the field name).

The AIMS portal is dynamic. That means 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.

Where do I find more information on the appeals process?

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



Can I file more than one informal appeal?

You may file multiple informal appeals through the portal. Each appeal you file will be treated as a separate, individual appeal of a denial.

Informal Appeal Documents

How do I upload a document with a new informal appeal?

To upload a document, 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 selected is correct. Click the **Upload** button, and a popup appears asking, “Would you like to upload these files to your appeal?” Click “OK” to upload. Then, click the **Submit** button.

Can I use my tablet or phone to upload documents?

Yes, you may upload documents from a compatible mobile device.

How do I upload a document to an existing appeal?

You can upload documents to any open appeal. To upload a document, open an appeal record from either the *Provider Informal Open Cases Queue* or the *Provider Formal Open Cases Queue*. Click the **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 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.

How do I view appeal documents?

You can view appeal documents on an appeal in any status. All associated documents display in the **Existing Documents** section of each appeal. To access existing documents on an appeal, open an appeal from one of the four (4) queues on your dashboard. Then, select any of the documents in the Existing Documents section to view.

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 click the **Remove All** button to replace it and then find the correct document to upload. If you complete the upload process for the wrong document, contact the AIMS Help Desk at (804) 486-2865 for help.

Monitoring Your Informal Appeal(s)

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

The *Provider Informal Open Cases Queue* lists all open informal appeals submitted under your account. The *Provider Informal Closed Cases Queue* lists all closed informal appeals submitted under your account.

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

For an open informal appeal, you can view the Appeal Number, Filed Date, Status, Assigned Informal Appeals Agent (IAA), Case Summary Due Date, Recommended Decision Due Date (if any), Decision Due Date, Informal Conference Date (if elected), Provider Contact, Representative, and Member. You can also view and download documents in the **Existing Documents** section.

How do I find the status of an informal appeal?

Locate the **Appeal Status** column to view the status of an open appeal from the *Provider Informal Open Cases Queue*. An open appeal will be in one of the following statuses below. Keep in mind that a majority of the cases will follow the first path below.

- *Pending Review*: Appeal request created, and DMAS review is in progress. Once the submissions are complete, the IAA reviews them, and then the appeal moves to the next status.
- *Decision*: The assigned IAA makes a decision using all submissions received.

Sometimes, appeals will involve an Informal Fact-Finding conference (IFFC) following the second path below. Those appeals will see the following statuses:

- *Pending Review*: Appeal request created, and DMAS review is in progress
- *Pending Scheduling*: IFFC (Informal Fact-Finding Conference) scheduling is pending (if requested)
- *Scheduled*: IFFC is scheduled (if requested)
- *Heard*: Appeal was heard, and IAA is awaiting additional documents
- *Pending Decision*: Appeal was heard, pending an IAA decision

If you can't find your appeal in the *Provider Informal Open Cases Queue*, look in the *Provider Informal Closed Cases Queue*. When a decision is released on an appeal, the appeal updates to "Closed" status and moves to this queue.

[How do I know who has been assigned to the appeal?](#)

You can locate the Informal Appeal Agent (IAA) assignment in the **Informal Appeals Agent** column of the *Provider Informal Open Cases Queue*.

[How do I withdraw an informal appeal?](#)

To withdraw an informal appeal, open the appeal you want in the *Provider Informal Open Cases Queue*. On the next screen, under the **Appeal Actions** section, click the **Withdraw** button. A popup displays with the message, "By submitting this form, you are officially withdrawing your case. This means no further action will be taken on your appeal." Click **OK** to confirm.

[Can I sort appeals in my queues?](#)

Yes, you can sort appeals in a queue by clicking any column header to sort the values in that column 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. Then enter the search criteria to filter appeals by values in the queue columns, such as Status or Member.

[How can I refresh the queues to view current information on appeals?](#)

Each queue has a **Refresh**  button. Click **Refresh** to view current information on appeals as they move through the appeal process.

Closed Informal Appeals and Decisions

[Where do I find the decision once an informal appeal is closed?](#)

When DMAS provides a decision, AIMS updates the informal appeal status to "Closed." Closed appeals appear in the *Provider Informal Closed Cases Queue*. The **Decision Date** and **Decision Outcome** columns are populated. To view the decision, open the closed appeal record and locate the decision document(s) in the **Existing Documents** section.

What information can I view on a closed informal appeal?

On a closed informal appeal, you can view the Appeal Number, Filed Date, Status, Appeal Type, Informal Appeals Agent, Decision Date, Decision Outcome, Provider Contact, Representative, and Member. You can also download documents from the **Existing Documents** section.

Formal Appeals

Filing a Formal Appeal

What if I disagree with the informal appeal decision?

If you disagree with the decision outcome, you may file a formal appeal through the portal.

When can I submit a formal appeal?

You can only submit a formal appeal after an informal decision is issued.

How do I submit a formal appeal?

A written *Provider Formal* request letter or form is required to begin the formal appeal process. To submit a formal appeal, click the **Create New Formal Appeal** icon on your dashboard and upload the formal appeal request letter or form. Then, click **Save**. DMAS reviews all formal appeal requests to determine the next steps.

Can I file more than one formal appeal?

You may file multiple appeals through the AIMS portal. DMAS treats every appeal you file as a separate, individual appeal of a denial.

Monitoring Your Formal Appeal(s)

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

The *Provider Formal Open Cases Queue* lists all open formal appeals submitted under your account. The *Provider Formal Closed Cases Queue* lists all closed formal appeals submitted under your account.

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

You can view the Appeal Number, Filed Date, Supreme Court Hearing Officer or “SCHO,” Appeal Type Recommended Decision Due Date, Representative, Provider Contact, and Member for an open formal appeal.

How do I know who has been assigned to the appeal?

Locate the Supreme Court Hearing Officer assignment in the **Supreme Court Hearing Officer** column of the *Provider Formal Open Cases Queue*.

How do I withdraw a formal appeal?

To withdraw a formal appeal, open the appeal you want in the *Provider Formal Open Cases Queue*. On the next screen, under the **Appeal Actions** section, click the **Withdraw** button. A popup displays with the message, “By submitting this form, you are officially withdrawing your case. This means no further action will be taken on your appeal.” Click **OK** to confirm.

Can I sort appeals in my queues?

Yes, you can sort appeals in a queue by clicking any column header to sort the values in that column 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. Then enter the search criteria to filter appeals by values, such as Status or Member, in the queue columns.

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

Each queue has a **Refresh**  button. Click **Refresh** to view current information on appeals as they move through the appeals process.

Formal Appeal Documents

Can I use my tablet or phone to upload documents?

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

How do I upload a document to an existing appeal?

You can upload documents to any open appeal. To upload a document, access an appeal from the *Provider Formal Open Cases 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 selected is correct. Select a file type from the **Select Type** dropdown. Then, click the **Upload** button. Once uploaded, the document displays in the **Existing Documents** section.



How do I view appeal documents?

You can view appeal documents in any status. All associated documents display in the **Existing Documents** section of each appeal. To access existing documents of an appeal, open an appeal from any of the four (4) queues on your dashboard.

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 click the **Remove All** button to replace it and then find the correct document to upload. If you complete the upload process for the wrong document, contact the DMAS Appeals Division at (804) 486-2865 for help.

Formal Hearing Confirmation

How can I tell which appeals have a hearing scheduled?

You will be notified by email/mail when a hearing is scheduled. The *Provider-Hearing Confirmation Letter* confirms that the hearing has been scheduled and sets forth the date, time, and location. This document appears in the **Existing Documents** section of that appeal.

Closed Formal Appeals and Decisions

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

When DMAS provides a decision, AIMS updates the formal appeal status to “Closed.” Closed appeals appear in the *Provider Formal Closed Cases Queue*. To view the decision, open the closed appeal to locate the decision document(s) in the **Existing Documents** section.

What information can I view on a closed formal appeal?

The information available to view on a closed appeal includes the Appeal Number, Filed Date, Supreme Court Hearing Officer, Appeal Type, Final Agency Decision Date, Representative, Member, and Provider Contact. If you select the appeal, all existing documentation remains available.

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 by phone at (804) 371-8488.

What is the mailing address for the DMAS Appeals Division?

The mailing address for the DMAS Appeals Division 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 (804) 452-5454.

Are there additional reference documents on how to use AIMS?

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

<https://vamedicaid.dmas.virginia.gov/training/appeals>.