



Appeals Information Management System (AIMS) Portal User Guide

For Agencies and Contractors



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Introduction

The Department of Medical Assistance Services (DMAS) Appeals Information Management System, or AIMS, is designed to ensure client and provider appeals are processed timely per regulations governing Medicaid appeals. Toward this goal, DMAS has provided its agency partners and contractors with online access to AIMS via the Medicaid Enterprise System, called MES. Virginia was early to respond to requirements from the Centers for Medicare and Medicaid Services (CMS) to upgrade to new and more flexible technologies. MES is reassembling Medicaid management into a modular, flexible, and upgradable system, affording greater control for Agency users and easy access for providers and clients. MES provides DMAS with a system focused on business-based decision-making, including advanced reporting and fraud detection. This portal access enables authorized individuals to track the status of client and/or provider appeals, upload documents, review DMAS appeal documents, review hearing details, assign workers to appeals, and confirm or decline proposed hearings.

After DMAS staff review a client or provider appeal request and create a new appeal in AIMS, the appeal moves to the "Pending Scheduling" status. AIMS generates the Notification of the Appeal email to the responsible Agency or Contractor (this guide will sometimes use the phrase "Agency" to refer to both Agencies and Contractors). Authorized individuals from your Agencies will use the AIMS portal to retrieve and upload documents and track the appeal as it moves through the appeal process.

This AIMS Portal User Guide for Agencies and Contractors provides instruction for your use of the portal and includes the following topics:

- Request AIMS Access
- Navigate in the AIMS Portal
- Confirm or Decline Proposed Hearings
- AIMS Portal Queues
- View an Appeal
- Monitor Your Queues
- Upload and Download Documents
- Account Maintenance
- Support

Submit a Request for AIMS Portal Access

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

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

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 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.

Navigate in the AIMS Portal

An AIMS portal account provides you with quick access to your Agency's appeals. You navigate in AIMS by clicking tabs and selecting records from lists called *queues*. You type into text fields, use dropdown menus, and select buttons to enter information throughout the portal.



Information: AIMS is a dynamic system – as you enter information or make selections in the portal, the screen may change to show new fields or options.

Log In

AIMS is a secure web-based system. You will use a **username** and **password** to log in.

To access AIMS:

1. Navigate to the MES Log in page at: <https://login.vamedicaid.dmas.virginia.gov>. Once you get to the landing page, your first step is to set your new password. The **Change Password** page appears so you can enter your temporary password in the **Current Password** field.
2. Next, enter a new password in the **New Password** field.



Note: Your new password must meet these requirements.

Password Requirements

- MUST include a minimum of 12 characters
- MUST contain at least one uppercase or lowercase letter
- MUST contain at least one number
- MUST NOT contain any of these special characters: " # () { -
- Cannot match any of the last 24 passwords used

1. Click the **Set Password** button.

2. Agree to the terms of use page that appears by selecting the statement “I accept the terms of the license agreement.”



Note: You will see this page each time you log in.

3. Click the **Submit** button.



Note: The *Verify Your Identity* page displays for you to request a code. As a non-DMAS user accessing MES, you will be prompted to perform additional authentication to verify your identity for security purposes. This added step in the login process, called Multi-Factor Authentication, MFA, is required each time you log in.

4. Choose whether you want to receive the code by email or text.

5. Click the **Request Code** button.



Note: the *OTP Login* page displays.

6. Enter the code you received in the space provided on this page.

7. Click the **Submit Code** button.



Note: If you copy the code from your email and paste it into this box, be sure that when you copy the numbers that you do not also copy extra spaces. These extra spaces result in an error.

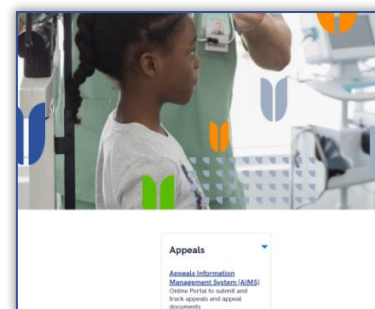
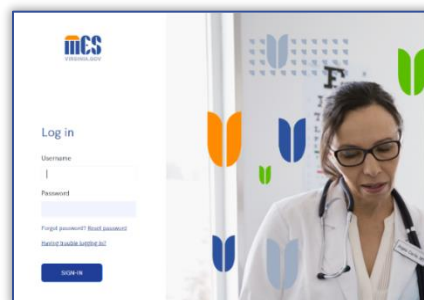
8. The dashboard displays, and you can log into AIMS.

9. Enter your username (your email address) in the **Username** field.

10. Enter your password in the **Password** field.

11. Click the **Sign-In** button. On the **MES Dashboard**, click the **Appeals** tile to expand.

12. Click the **Appeals Information Management System (AIMS)** link.



Create Your User Profile

After your initial login, AIMS directs you to the **Client** tab to complete profile information. You can view or change this information at any time by clicking the **Profile** icon on your dashboard.

1. Complete all applicable fields on the **Client** tab.

The **First Name**, **Last Name**, and **Email Address** fields are read-only and auto-populate with information from the user's account.

Create Profile

First Name

Alan

Last Name

Agent

Address 1

Address 2

City

US State

Zip Code

Primary Phone Number

Is Mobile

☐ Yes
☐ No

Secondary Phone Number

Fax Number

Email Address

demo.agency2

Save Profile and Go Home

2. Click the **Save Profile and Go Home** button. The Agency Home screen displays.

Change Role

Sign Out

Help

HOME

Home

DMAS 10.1 - Lisa58@yopmail.com (Agency User)

My Profile

Virginia Department of Medical Assistance Services

Appeals Division

600 E Broad St

Richmond VA 23219

Phone Number: 804-371-8488

Fax: 804-452-5454

Agency

Client Proposed Hearings Queue

Client Open Appeals Queue

Client Closed Appeals Queue

Provider Open Appeals

Provider Closed Appeals

Client Open Appeals Queue

Show 10 entries

Appeal Number	Status	Client	Continued Coverage	Appeal Summary Due	Appeal Summary Submitted	Hearing Type	Hearing Date	Hearing Time	Assigned Worker	Agency Assignment
C-000007129	Scheduled	Aaron Appealer		01/25/2021	No	Phone	12/21/2021	10:00 am	John Johnson	Primary
C-123480501	Decision	Don O'Donnel			Yes	Phone			Acco Mack	Primary
C-123480621	Pending Scheduling	Pauline Paperless	No	10/05/2021	Yes	Phone				Primary
C-123480599	Scheduled	APEL SIMMONS		09/24/2021	No	Phone			John Johnson	Primary
C-123480655	Scheduled	Nicole Almarode	No	10/20/2021	No	Phone	10/12/2021	08:00 am	Atticus Finch	Primary
C-123480701	Pending Review	Rosa Martinez			No	Phone				Primary
C-123480709	Pending Scheduling	APEL SIMMONS	Yes	10/28/2021	No	Phone				Primary
C-123480433	Pending Scheduling	John Bilingual	No	09/01/2021	No	Phone			John Jones	Primary
C-123480570	Scheduled	Sweet Claire	No	09/22/2021	No	Phone	02/24/2025	09:00 am	Alex Mack	Primary
C-123480587	Scheduled	Don O'Donnel		09/23/2021	No	Phone	09/22/2021	08:00 am	Tom Thompson	Primary

Showing 1 to 10 of 16 entries

Previous

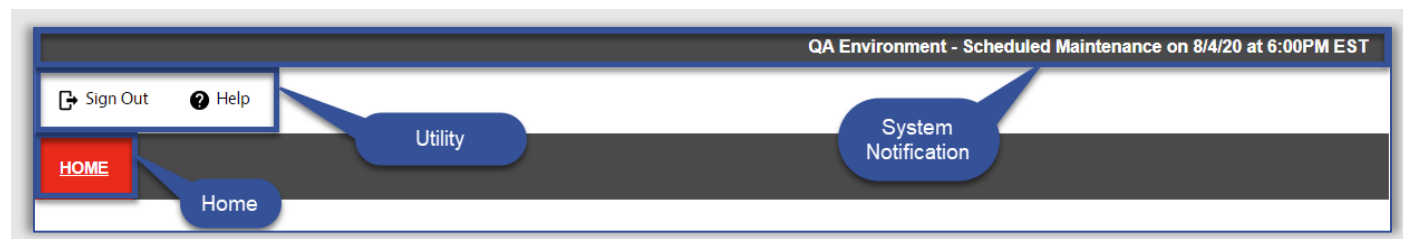
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Next

Dashboard and General Navigation

Once you log into AIMS, your dashboard displays; this is your **Home** screen. There are navigation bars and tabs, which remain available to you wherever you are in the AIMS portal—the **Home** tab, **Utility** bar, and **System Notifications** bar.

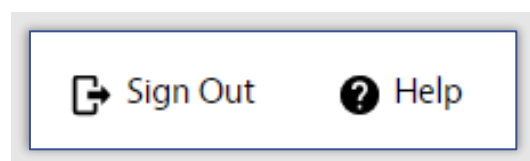


System Notifications Bar

The **System Notifications** bar appears at the top of your screen and displays notices about the system. The most common messages displayed here are notices of planned maintenance outages.

Utility Bar

The **Utility** bar, located just below the **System Notifications** bar, is available throughout the AIMS portal. There are two (2) options on the **Utility** bar.



Sign Out	Sign Out is used for logging off of the AIMS portal.
Help	If clicked, the online Help popup will display, and you can search for page-specific help and links to other resources.

Home Tab

The **Home** tab is located just below the **Utility** bar. Regardless of where you are within AIMS, clicking **Home** returns you to your dashboard.

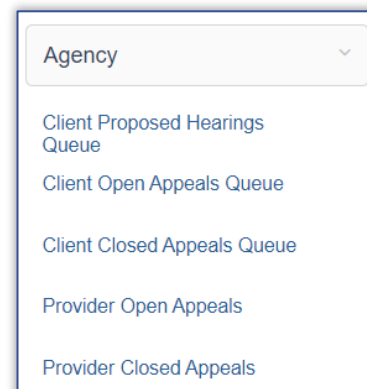
AIMS Portal Queues

Several queues are available on your dashboard and include both client and provider appeals. The queues are: *Client Proposed Hearings Queue*, *Client Open Appeals Queue*, *Client Closed Appeals Queue*, *Provider Open Appeals*, and *Provider Closed Appeals*. All 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.

Access Your Queues

You can find your queues under the **Agency** section on the left side of your dashboard. Follow these steps to access a queue.

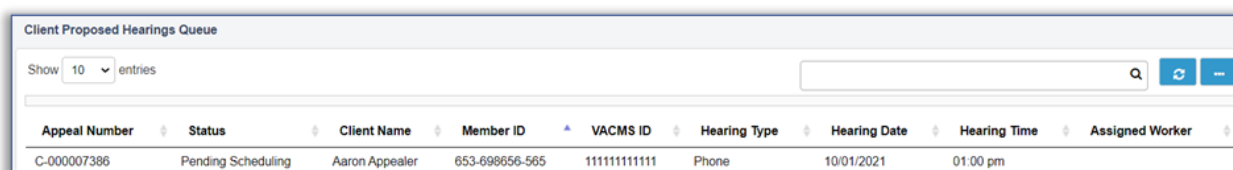
1. To select a queue, click on its name.



Agency ▼

- Client Proposed Hearings Queue
- Client Open Appeals Queue
- Client Closed Appeals Queue
- Provider Open Appeals
- Provider Closed Appeals

2. The selected queue displays on your dashboard.



Client Proposed Hearings Queue

Show 10 entries

Appeal Number	Status	Client Name	Member ID	VACMS ID	Hearing Type	Hearing Date	Hearing Time	Assigned Worker
C-000007386	Pending Scheduling	Aaron Appealer	653-698656-565	1111111111111	Phone	10/01/2021	01:00 pm	



Note: The AIMS portal is set up to allow both primary and secondary agencies to do the following:

- View the Agency Open Cases queue
- View case documents
- Upload and download documents
- See appeal summary due dates, etc.

Only primary agencies can confirm/decline hearings.

Manage Your Queues

Each queue displays client or provider appeals with a similar status. The tables below describe each of these queues.

Client Proposed Hearings Queue

This queue lists all **Open** client appeals for your Agency with hearings in the "Pending Scheduling" status.

Appeal Number	Status	Client Name	Member ID	VACMS ID	Hearing Type	Hearing Date	Hearing Time	Assigned Worker
C-000007386	Pending Scheduling	Aaron Appealer	653-698656-565	111111111111	Phone	10/01/2021	01:00 pm	

The appeal information displays (if available) under each of the following column headers:

- Appeal Number
- Status
- Client Name
- Member ID
- VACMS ID
- Hearing Type
- Hearing Date
- Hearing Time
- Assigned Worker

Client Open Appeals Queue

This queue displays all **Open** client appeals for your Agency, regardless of status.

Appeal Number	Status	Client	Continued Coverage	Appeal Summary Due	Appeal Summary Submitted	Hearing Type	Hearing Date	Hearing Time	Assigned Worker	Agency Assignment
C-123480395	Heard	Ginger Kelly	No	08/26/2021	Yes	Phone			John Jones	Primary
C-123480433	Pending Scheduling	John Bilingual	No	09/01/2021	No	Phone			John Jones	Primary
C-123480501	Decision	Don O'Donnel			Yes	Phone			Acco Mack	Primary
C-123480570	Scheduled	Sweet Claire	No	09/22/2021	No	Phone	02/24/2025	09:00 am	Alex Mack	Primary

The appeal information displays (if available) under each of the following column headers:

- Appeal Number
- Status
- Client
- Continued Coverage
- Appeal Summary Due (Date)
- Appeal Summary Submitted
- Hearing Type
- Hearing Date
- Hearing Time
- Assigned Worker
- Agency Assignment



Note: Any appeal in the "Pending Scheduling" status displays in both the *Client Proposed Hearings Queue* and the *Client Open Appeals Queue*.

Client Closed Appeals Queue

This queue displays **Closed** client appeals for your Agency.

Appeal Number	Client	Member ID	VACMS ID	Decision Date	Decision Outcome	Remand Due Date	Assigned Worker	Agency Assignment
C-123480337	Don O'Donnel			09/01/2021	Reverse		john jones	Primary
C-123480457	APEL SIMMONS			08/16/2021	Invalid-Admin		Atticus Finch	Primary
C-123480461	APEL SIMMONS			08/19/2021	Reverse		a v	Primary
C-123480376	APEL SIMMONS			08/04/2021	Administrative Resolution		Atticus Finch	Primary

The appeal information displays (if available) under each of the following column headers:

- Appeal Number
- Client
- Member ID
- VACMS ID
- Decision Date
- Decision Outcome
- Remand Due Date
- Assigned Worker
- Agency Assignment

Provider Open Appeals Queue

This queue lists the **Open** formal and informal provider appeals for your Agency.

Appeal Number	Case Type	Status	Due Date	Provider	Representative	Member	Program/Issue	Case Summary Due	Case Summary Received	IFFC or Hearing Date
P-000005316	Provider Informal	Scheduled	02/01/2021	3rd Party Billers, LLC	Dew John			09/04/2020		07/12/2021 02:00 pm
P-000005358	Provider Formal	Scheduled	06/19/2020	B&B	Dew John			09/01/2020		07/22/2021 10:00 am
P-000005851	Provider Informal	Scheduled	04/12/2021	Dennis Provider	Henry Helper	Aaron Appealer		11/11/2020		08/05/2021 08:00 am

The appeal information displays (if available) under each of the following column headers:

- Appeal Number
- Case Type
- Status
- Due Date
- Provider
- Representative
- Member
- Program/Issue
- Case Summary Due
- Case Summary Received
- IFFC or Hearing Date

Provider Closed Appeals Queue

This queue displays all **Closed** formal and informal provider appeals for your Agency.

Provider Closed Appeals

Show

10

entries

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Appeal Number	Case Type	Status	Provider	Representative	Member	IFFC or Hearing Date	Decision Date	Decision Outcome
P-000005323	Provider Formal	Closed	Dennis Provider	Henry Helper	Andrew Appealer	11/18/2021 02:10 pm	08/18/2020	Totally in Favor of Prov - Time
P-000005343	Provider Informal	Closed	3rd Party Billers, LLC	Dew John		08/28/2020 03:35 pm	08/18/2020	Relief Partially Granted
P-000005323	Provider Informal	Closed	Dennis Provider	Henry Helper	Andrew Appealer	11/19/2021 10:00 am	08/18/2020	Relief Granted
P-000005342	Provider Informal	Closed	3rd Party Billers, LLC	Dew John		08/28/2020 03:35 pm	08/18/2020	Relief Partially Granted

The appeal information displays (if available) under each of the following column headers:

- Appeal Number
- Case Type
- Status
- Provider
- Representative
- Member
- IFFC or Hearing Date
- Decision Date
- Decision Outcome

Sort Your Queue

There are several ways to display queue lists to make it easier to find what you need. When you have multiple appeals in one queue, it is helpful to sort your queue.

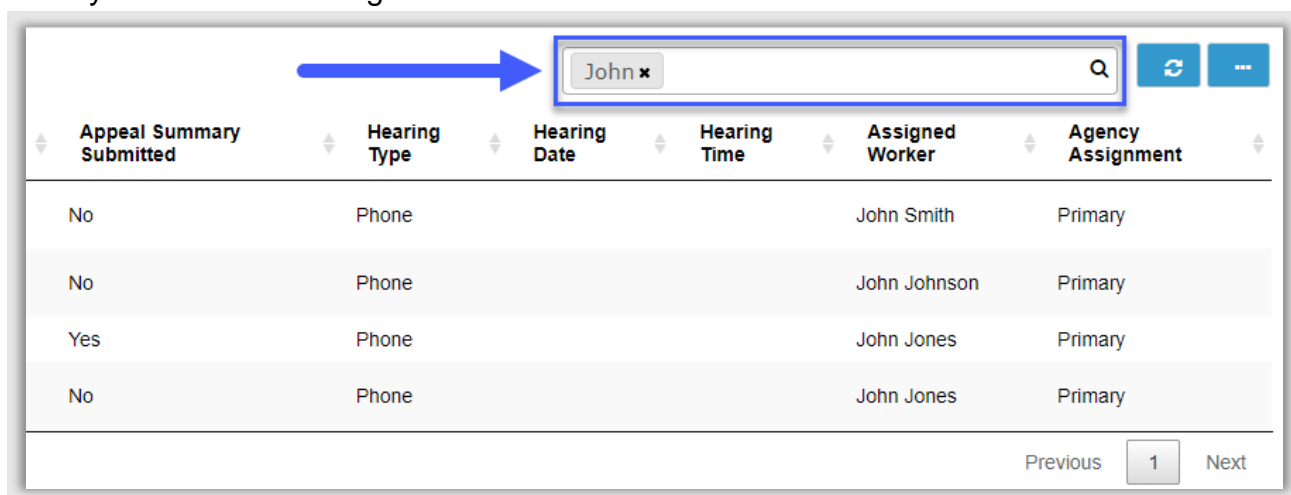
To sort the column (ascending or descending), click the **Column Heading**.

Show	10	entries		
Appeal Number	Status	Client		
C-000005429	Decision	Andrew Appealer		
C-000005438	Scheduled	Peter Person		

Search Your Queue

If your queue displays multiple pages of results, another way to find what you need more quickly is to use the search feature.

Type your search term(s) directly into the **Search** bar and press the **Enter** key on your keyboard after entering each term.



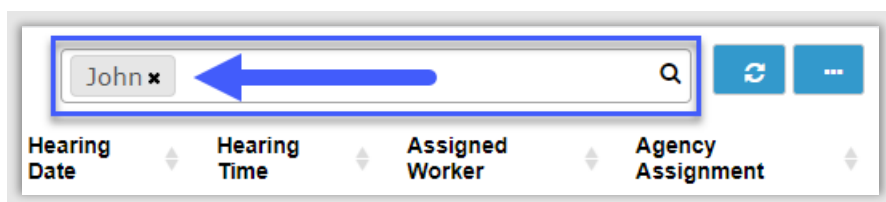
Appeal Summary Submitted	Hearing Type	Hearing Date	Hearing Time	Assigned Worker	Agency Assignment
No	Phone			John Smith	Primary
No	Phone			John Johnson	Primary
Yes	Phone			John Jones	Primary
No	Phone			John Jones	Primary

Previous 1 Next



Information: A queue is searchable by one criterion or a combination of the criteria displayed under each column heading. For example, you can search by name (first or last), status, hearing date, or appeal number.

Search results display on your dashboard. To remove a term from the **Search** bar, click the "x" on the term.



Hearing Date Hearing Time Assigned Worker Agency Assignment

Advanced Search

The search bar can combine search criteria in two ways. By default, your searches show appeals that contain ANY of the criteria you enter. You can turn that off and return only appeals that contain ALL of your search criteria.

1. To change the search mode, click the **Ellipsis**  button.

2. Click the **Search Combine (OR Operator)** button—the button displays in the "OFF" position.





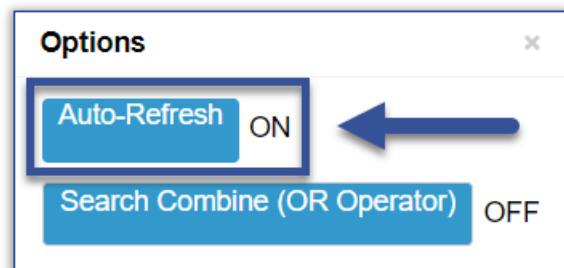
Information: Buttons that display when you click the Ellipsis are toggles. To switch between the "ON" to "OFF" position, click the button again.

- If the **Search Combine (OR Operator)** is enabled or "ON," the search returns appeals that match any of the terms entered.
- If the **Search Combine (OR Operator)** is disabled or "OFF," the search returns appeals that match ALL terms, further narrowing your search.

Refresh Your Queues

The AIMS portal refreshes queues automatically. You may also refresh your queues on demand if desired. You can set this refresh function to "ON" and "OFF."

1. To refresh your queue, click the **Refresh**  button.
2. To turn "OFF" the automatic refresh function, click the **Ellipsis**  button.
3. Click the **Auto-Refresh** button, toggling between "ON" and "OFF."



After you locate an appeal to review, select that record to view the appeal from the queue. The information available to you may vary based on appeal status.

Client Open Appeals Queue										
Show <input type="text" value="25"/> entries		<input type="text"/> <input type="button" value="Q"/> <input type="button" value="↺"/> <input type="button" value="⋮"/>								
Appeal Number	Status	Client	Continued Coverage	Appeal Summary Due	Appeal Summary Submitted	Hearing Type	Hearing Date	Hearing Time	Assigned Worker	Agency Assignment
C-123480709	Pending Scheduling	APEL SIMMONS	Yes	10/28/2021	No	Phone				Primary
C-123480513	Decision	APEL SIMMONS	Yes	09/08/2021	No	Phone			John Smith	Primary
C-123480599	Scheduled	APEL SIMMONS		09/24/2021	No	Phone			John Johnson	Primary



Information: When you select an appeal from the queue list, the screen refreshes, and the **Appeal** screen displays. The sections that display on the **Appeal** screen vary based on the appeal status. See the following sections for more information on the **Appeal** screen.

Monitor Your Queues

Client Proposed Hearings Queue

The *Client Proposed Hearings Queue* lists client appeals for your Agency that are in the "Pending Scheduling" status. You may view hearing details, confirm or decline a proposed hearing, and upload and download documents for appeals in this queue. This queue helps you quickly identify appeals with proposed hearings.

Follow these steps to access this queue.

1. From the **Agency** section, select the **Client Proposed Hearings Queue**.



2. The **Client Proposed Hearings Queue** displays in a section on your dashboard. To view the record, click anywhere in that record's row.

A screenshot of the 'Client Proposed Hearings Queue' table. The table has a header row with the following columns: Appeal Number, Status, Client Name, Member ID, VACMS ID, Hearing Type, Hearing Date, Hearing Time, and Assigned Worker. Below the header, there is one data row with the following values: C-000007386, Pending Scheduling, Aaron Appealer, 653-698656-565, 11111111111111, Phone, 10/01/2021, 01:00 pm, and an empty cell for Assigned Worker. Above the table, there is a search bar and a 'Show 10 entries' dropdown.

Appeal Number	Status	Client Name	Member ID	VACMS ID	Hearing Type	Hearing Date	Hearing Time	Assigned Worker
C-000007386	Pending Scheduling	Aaron Appealer	653-698656-565	11111111111111	Phone	10/01/2021	01:00 pm	

3. The screen will refresh, displaying the **Appeal** screen. Appeals in this queue are in the "Pending Scheduling" status and the **Appeal** screen displays in four (4) sections.



Information: Each of the four (4) sections on the **Appeal** screen enables you to perform a different task.

Sign Out Help DMAS 10.1 - Lisa58@yopmail.com (Agency User)

HOME

Home

APEL SIMMONS C-123480709 Primary Agency: Accomack County Department Of Social Services

Drop files here to upload

Select Type: --SELECT FILE TYPE--

Accepted file types for upload are DOC, DOCX, PDF, JPG, PNG, GIF, and BMP. If the file you want to upload is not accepted, contact DMAS Appeals at 804-371-5488.

Hearing Information

Appeal Status	Hearing Type	Hearing Date	Hearing Time	Assigned Worker
Pending Scheduling	Phone	02/24/2025	08:00 am	

Appeal Actions

Confirm Hearing Decline Hearing

Existing Documents

Document Created Date	Document Name	Category	Type
10/07/2021	RA - Continued Coverage Approved-English.pdf	Letters/Notifications	Continued Coverage Approved
10/07/2021	Client - Acknowledgement Letter-English.pdf	Letters/Notifications	Client Acknowledgement Letter
10/07/2021	RA - Client Notification Appeal Letter-English.pdf	Case Documents	Notification of the Appeal

- 1st (top) section: Use the **Drop files here to upload** section to upload case documents.
- 2nd section: View at-a-glance details in the **Hearing Information** section.
- 3rd section: Confirm or decline hearings in the **Appeal Actions** section.
- 4th section: Download documents from the **Existing Documents** section.



Note: When you select an appeal from this queue, you may want to first review the **Hearing Information** section, which displays the **Appeal Status, Hearing Type, Hearing Date, and Hearing Time**. Once you have reviewed the **Hearing Information**, you can confirm or decline the proposed hearing in the **Appeal Actions** section.

Confirm a Proposed Hearing

You can confirm a client proposed hearing in the AIMS portal. Providers do not confirm Informal Fact Finding Conferences in the portal. Once you have selected the appeal and are on the **Appeal** screen, follow these steps to confirm a proposed hearing.

1. Review the information in the **Hearing Information** section.

Hearing Information				
Appeal Status	Hearing Type	Hearing Date	Hearing Time	Assigned Worker
Pending Scheduling	Phone	02/24/2025	08:00 am	

2. From the **Appeal Actions** section, click the **Confirm Hearing** button.



Information: Additional fields display once you select the **Confirm Hearing** button. You are required to complete these fields.

3. Enter the information regarding the Agency worker (the main point of contact on the specific appeal). These required fields include the **Worker's First Name**, **Worker's Last Name**, **Worker's Phone**, **Hearing Phone**, and **Worker's Email** fields.



Note: The Pin Number is not a required field, but if a Pin is needed for a hearing officer to contact the worker for a hearing, it should be entered in this field.

Appeal Actions

* **Worker's First Name:**

* **Worker's Last Name:**

* **Worker's Phone:**

* **Hearing's Phone:**

Pin Number:

* **Worker's Email:**



Note: You must complete these required fields to confirm the hearing. When confirming the hearing, keep in mind that the **Agency Worker** entered becomes the designated *primary* **Agency Worker** for the appeal.

4. Click the **Confirm Hearing** button. (To cancel, click the **Cancel** button.)



Information: Once you confirm the hearing, the **Hearing Information** and **Appeal Actions** sections no longer display. The hearing status updates to "Scheduled" and now displays in the *Client Open Appeals Queue* or *Provider Open Appeals* queue as "Scheduled." The *Client Schedule Letter* generates and appears in the **Existing Documents** section. The *Scheduling Notice* email is sent to the Responsible Agency Contact.

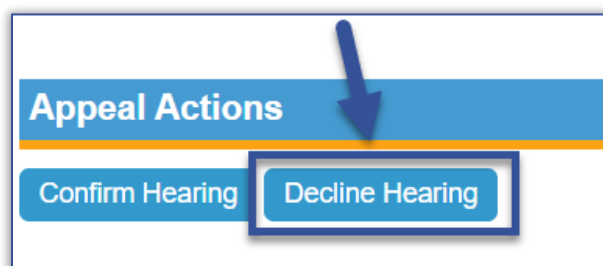


Note: Agency users cannot change the hearing date in AIMS once the appeal is confirmed and updated to the "Scheduled" status. To reschedule a hearing, Agency users can contact DMAS at 804-371-8488.

Decline a Proposed Hearing

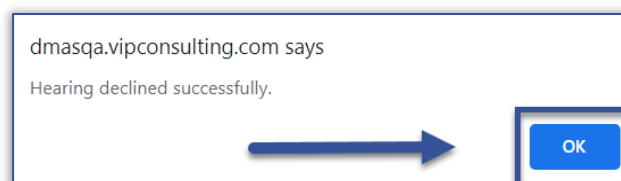
You can decline a proposed hearing in the AIMS portal. Once you have selected the appeal and are on the **Appeal** screen, follow these steps to decline a proposed hearing.

1. From the **Appeals Actions** section, click the **Decline Hearing** button.
2. In the **Decline Reason** text box, type the reason you are declining the proposed hearing.



Note: If you no longer want to decline the hearing, click the **Cancel** button.

3. Click the **Decline Hearing** button.
4. The confirmation popup displays. Click **OK**.



Information: Once you decline the hearing, the **Hearing Information** and **Appeal Action** sections no longer display the *Client Proposed Hearings Queue*. DMAS will pick a new date, and then the appeal will display again in the *Client Proposed Hearings Queue*.



Note: Agency users are not able to update a hearing in the "Declined" status.

Client Open Appeals Queue

The *Client Open Appeals Queue* lists appeals for your Agency that are not in a "Closed" status. These queues provide a list of appeals for which an **Appeal Summary** has or has not yet been submitted, listed by the closest **Appeal Summary Due** date. You can view and download existing documents or upload new documents for appeals listed in these queues.

Follow these steps to access this queue.

1. From the **Agency** group, select the **Client Open Appeals Queue**.
2. The **Client Open Appeals Queue** displays on the dashboard.



Appeal Number	Status	Client	Continued Coverage	Appeal Summary Due	Appeal Summary Submitted	Hearing Type	Hearing Date	Hearing Time	Assigned Worker	Agency Assignment
C-123480501	Decision	Don O'Donnel			Yes	Phone			Acco Mack	Primary
C-123480570	Scheduled	Sweet Claire	No	09/22/2021	No	Phone	02/24/2025	09:00 am	Alex Mack	Primary



Note: Sorting columns can make it easier to find and prioritize appeals. Click the column heading, such as **Appeal Summary** or **Appeal Summary Due**, to change the sort order.



Note: If there is a "Yes" in the **Continued Coverage** column, AIMS generates the *Continued Coverage Letter* and sends the *Continued Coverage Approved* email to you as the Responsible Agency.

3. To view a record, click anywhere in that record's row.

Client Open Appeals Queue

Show 10 entries

Appeal Number	Status	Client	Continued Coverage	Appeal Summary Due	Appeal Summary Submitted	Hearing Type	Hearing Date	Hearing Time	Assigned Worker	Agency Assignment
C-123480395	Heard	Ginger Kelly	No	08/26/2021	Yes	Phone			John Jones	Primary
C-123480501	Decision	Don O'Donnel			Yes	Phone			Acco Mack	Primary
C-123480621	Pending Scheduling	Pauline Paperless	No	10/05/2021	Yes	Phone				Primary



Information: The screen refreshes, and the **Appeal** screen displays. If the **Open** appeal is in a status other than "Pending Schedule," the screen is divided into two sections.

Drop files here to upload

Select Type: --SELECT FILE TYPE--

Accepted file types for upload are DOC, DOCX, PDF, JPG, PNG, GIF, and BMP. If the file you want to upload is not accepted, contact DMAS Appeals at 804-371-8488.

Assigned Worker: Acco Mack (Edit)

Existing Documents

Document Created Date	Document Name	Category	Type
08/16/2021	Client - Schedule Letter - Phone-English.pdf	Letters/Notifications	Client - Phone Hearing
08/25/2021	Springfield, Eric AU	Case Documents	Hearing Recording

- You can upload documents at the top of the screen (such as a Notice of Action or Appeal Summary) in the **Drop files here to upload** section.
- You can edit the assigned worker by clicking the Edit button by the Agency Worker's name and editing the information.
- You can download documents from the **Existing Documents** section at the bottom of the screen.

Client Closed Appeals Queues

You can view documents and other information for your Agency's appeals with a "Closed" status in the *Client Closed Appeals Queue*. This queue provides a list of closed appeals. They may be closed due to a full decision, administrative resolution, or are withdrawn or abandoned. Follow these steps to access this queue.



1. From the **Agency** group, select the **Client Closed Appeals Queue**.
2. The **Client Closed Appeals Queue** displays in a section on your dashboard. You can sort the appeals by column header.

Client Closed Appeals Queue

Show 25 entries

Appeal Number	Client	Member ID	VACMS ID	Decision Date	Decision Outcome	Remand Due Date	Assigned Worker	Agency Assignment
C-123480337	Don O'Donnel			09/01/2021	Reverse		john jones	Primary
C-123480337	Don O'Donnel						john jones	Primary
C-123480339	Eliza Boo			08/31/2021	Sustain		acco mack	Primary
C-123480377	Don O'Donnel			08/16/2021	Reverse and Remand	08/24/2021		Primary

3. To view the record, click anywhere in that record's row.

Client Closed Appeals Queue

Show 25 entries

Appeal Number	Client	Member ID	VACMS ID	Decision Date	Decision Outcome	Remand Due Date	Assigned Worker	Agency Assignment
C-123480337	Don O'Donnel			09/01/2021	Reverse		john jones	Primary
C-123480337	Don O'Donnel						john jones	Primary
C-123480339	Eliza Boo			08/31/2021	Sustain		acco mack	Primary
C-123480377	Don O'Donnel			08/16/2021	Reverse and Remand	08/24/2021		Primary

4. The **Appeals** page displays only the Assigned Worker and the **Existing Documents** section.

Eliza Boo C-123480339 Primary Agency: Accomack County Department Of Social Services

Assigned Worker: [acco mack](#) (Edit)

Existing Documents

Document Created Date	Document Name	Category	Type
08/18/2021	Client - Schedule Letter - No Phone-English.pdf	Letters/Notifications	Client - No Phone Hearing
08/31/2021	Client - Client Decision (Full)-English.pdf	Decisions	Final Decision
08/31/2021	PDF Email Queue Detail 6.10.21.docx	Case Documents	Hearing Recording
08/18/2021	Client - Schedule Letter - No Phone-English.pdf	Letters/Notifications	Client - No Phone Hearing
08/03/2021	Test Appl Summary	Case Documents	Appeal Summary
07/29/2021	RA - Client Notification Appeal Letter-English.pdf	Case Documents	Notification of the Appeal
07/29/2021	Client - Acknowledgement Letter-English.pdf	Letters/Notifications	Client Acknowledgement Letter

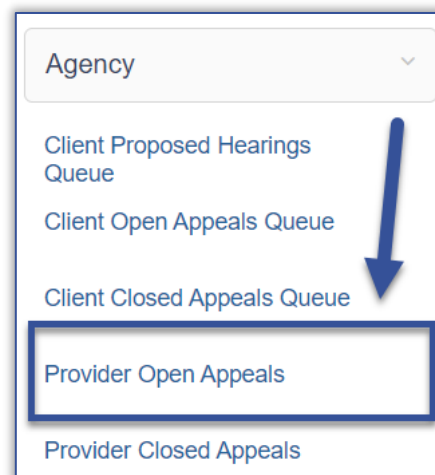


Note: If needed, use your window scroll bar to view the entire list.

Provider Open Appeals Queue

You can view and download existing documents or upload new documents for appeals listed in these queues.

1. From the **Agency** group, select the **Provider Open Appeals Queue**.



2. The **Provider Open Appeals Queue** displays in a section on your dashboard. You can sort the appeals by column header.

Provider Open Appeals

Show 10 entries

Appeal Number	Case Type	Status	Due Date	Provider	Representative	Member	Program/Issue	Case Summary Due	Case Summary Received	IFFC or Hearing Date
P-000005256	Provider Informal	Heard	02/01/2021	A2 Provider	Dew John	paperless provider	Audits - Home and Community Based Care Services	09/03/2020		08/27/2020 12:20 pm
P-000005287	Provider Informal	Pending Review	02/01/2021	A2 Provider	Bob Blob	Aaron Appealer	Attorney Fee Denial - Attorney Fee Denial	09/03/2020		
P-000005297	Provider Informal	Pending Review	02/01/2021	3rd Party Billers, LLC	Dew John		Attorney Fee Denial - Attorney Fee Denial	09/04/2020		



Note: Sorting columns can make it easier to find and prioritize appeals. Click the column heading, such as **Appeal Number** or **Case Summary Due**.

3. To view the record, click anywhere in that record's row.

Provider Open Appeals

Show 10 entries

Appeal Number	Case Type	Status	Due Date	Provider	Representative	Member	Program/Issue	Case Summary Due	Case Summary Received	IFFC or Hearing Date
P-000005256	Provider Informal	Heard	02/01/2021	A2 Provider	Dew John	paperless provider	Audits - Home and Community Based Care Services	09/03/2020		08/27/2020 12:20 pm
P-000005287	Provider Informal	Pending Review	02/01/2021	A2 Provider	Bob Blob	Aaron Appealer	Attorney Fee Denial - Attorney Fee Denial	09/03/2020		
P-000005297	Provider Informal	Pending Review	02/01/2021	3rd Party Billers, LLC	Dew John		Attorney Fee Denial - Attorney Fee Denial	09/04/2020		



Information: The screen refreshes, and the **Appeal** screen displays. If the **Open** appeal is in a status other than "Pending Schedule," the screen is divided into two sections.

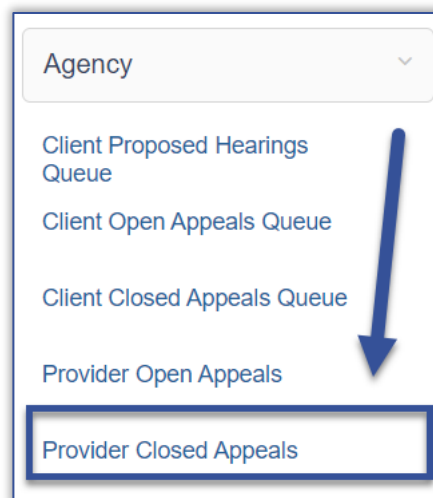
The screenshot shows the DMAS Appeal screen interface. At the top, there is a large white box with the text "Drop files here to upload" and a blue button labeled "Upload Documents". Below this is a "Select Type:" dropdown menu with the text "—SELECT FILE TYPE—". Underneath the dropdown, a line of text states: "Accepted file types for upload are DOC, DOCX, PDF, JPG, PNG, GIF, and BMP. If the file you want to upload is not accepted, contact DMAS Appeals at 804-371-8488." At the bottom of the screen, there is a blue header for the "Existing Documents" section, with a blue button labeled "Download Documents" next to it. Below the header is a table with the following columns: "Document Created Date", "Document Name", "Category", and "Type".

- You can upload documents at the top of the screen in the **Drop files here to upload** section.
- You can download documents from the **Existing Documents** section at the bottom of the screen.

Provider Closed Appeals Queue

The *Provider Closed Appeals* queue lists provider appeals for your Agency in the "Closed" status.

1. From the **Agency** group, select the **Provider Closed Appeals Queue**.



2. The **Provider Closed Appeals Queue** displays in a section on your dashboard. You can sort the appeals by column header.

Provider Closed Appeals

Show 10 entries

Appeal Number	Case Type	Status	Provider	Representative	Member	IFFC or Hearing Date	Decision Date	Decision Outcome
P-000005261	Provider Informal	Closed	3rd Party Billers, LLC	katrina west		08/20/2020 04:02 pm	08/19/2020	Relief Granted
P-000005272	Provider Informal	Closed	Duplicate test	Dew John	AR test			
P-000005276	Provider Informal	Closed	3rd Party Billers, LLC	Anil kumar		08/28/2020 11:00 am	10/09/2020	Relief Granted

3. To view the record, click anywhere in that record's row.

Provider Closed Appeals

Show 10 entries

Appeal Number	Case Type	Status	Provider	Representative	Member	IFFC or Hearing Date	Decision Date	Decision Outcome
P-000005261	Provider Informal	Closed	3rd Party Billers, LLC	katrina west		08/20/2020 04:02 pm	08/19/2020	Relief Granted
P-000005272	Provider Informal	Closed	Duplicate test	Dew John	AR test			
P-000005276	Provider Informal	Closed	3rd Party Billers, LLC	Anil kumar		08/28/2020 11:00 am	10/09/2020	Relief Granted

4. The **Appeals** page displays only the **Existing Documents** section.

Existing Documents

Document Created Date	Document Name	Category	Type
09/17/2020	Provider - Generate Final Decision - Provider Formal-English.pdf	Decisions	Final Decision
09/08/2020	Provider - Exceptions Letter-English.pdf	Letters/Notifications	Exceptions Letter
09/08/2020	SC - Exceptions Letter-English.pdf	Letters/Notifications	Exceptions Letter

Upload and Download Documents

You can upload and download documents associated with an open appeal in the *Client Open Appeals Queue*, *Provider Open Appeals Queue*, and the *Client Proposed Hearings Queue*.



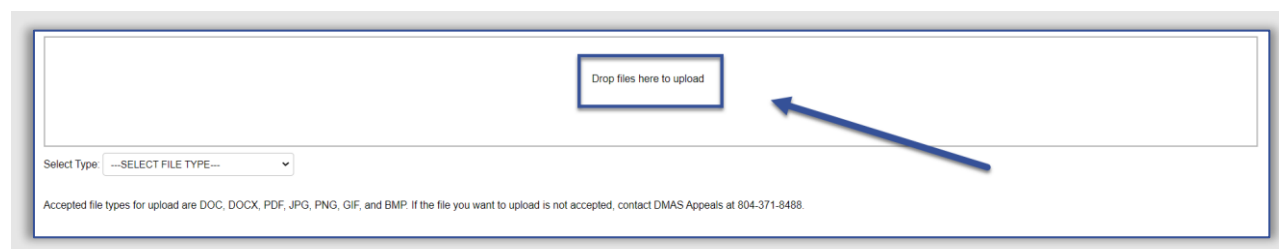
Note: The upload feature is not available in the *Provider Closed Appeals Queue* and *Client Closed Appeals Queue*.

Upload Documents

On an open appeal, you can upload documents such as the Appeal Summary or a Notice of Action in the **Drop files here to upload** section at the top of the **Appeal** screen.

Follow these steps to upload documents.

1. Click the **Drop files here to upload** button.



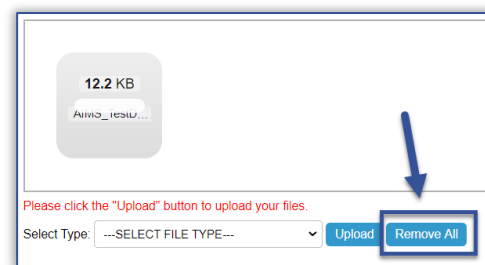
2. Select a document from your local directory. The AIMS portal captures the file name and the file type.



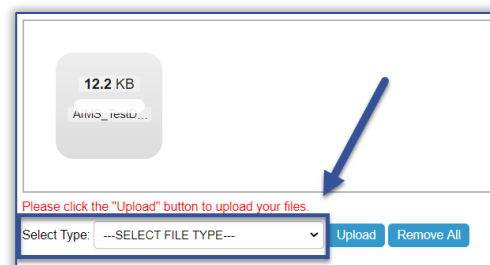
Note: Accepted file types for upload are DOC, DOCX, PDF, JPG, PNG, GIF, and BMP.

If the file you want to upload is not accepted, contact the DMAS Appeals Division at 804-371-8488.

3. Confirm the document selected is correct. If you've selected the wrong document, click the **Remove All** button to replace the document.



4. Select a file type from the **Select Type** dropdown.

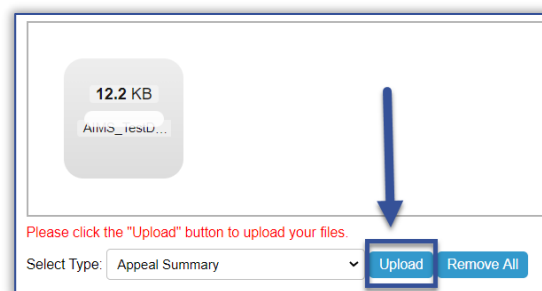


Information: Here is the list of document types in the **Select Type** dropdown.

Agency users most commonly use Notice of Action, Appeal Summary, and Other.

- Response to Written Submissions
- Final Denial Letter
- Other
- Authorized Representative Document
- Notice of Action
- Post IFFC Response
- Appeal Summary
- Client Appeal Request
- Written Withdrawal

5. Then, click the Upload button.
6. Once uploaded, the document displays in the **Existing Documents** section.



Download Documents

The **Existing Documents** section displays the **Document Created Date**, **Document Name**, **Category**, and **Type** for each document. You can download any of the existing documents from the selected appeal in the **Existing Documents** section of the **Appeal** screen. All documents associated with an appeal will appear here, whether added by DMAS, the Agency, or the Appellant.

Follow these steps to download documents.


1. After you open an appeal, scroll down to view all documents in the **Existing Documents** section. To download, click the **Document Name** link.

Existing Documents			
Document Created Date	Document Name	Category	Type
08/13/2020	Client - Acknowledgement Letter-English.pdf	Letters/Notifications	Client Acknowledgement Letter
08/14/2020	RA - Continued Coverage Approved-English.pdf	Letters/Notifications	Continued Coverage Approved
08/13/2020	Client - Client Paperless Notification-English.pdf	Letters/Notifications	Paperless Notification
08/19/2020	Appeal Summary.pdf	Case Documents	Appeal Summary



Note: If the document does not open automatically, click the **document icon** at the bottom of your browser window.

2. The document displays on a separate tab or in Adobe Reader.



COMMONWEALTH of VIRGINIA
Department of Medical Assistance Services

KAREN KIMSEY
DIRECTOR

804-786-7933
www.dmas.virginia.gov

12/22/2021

Peter [REDACTED]
Main Street, [REDACTED]
Richmond, VA 55444

Medical Assistance Appeal: Peter [REDACTED]
DMAS Appeal #: C-[REDACTED]

NOTICE OF HEARING (by phone) *ACTION NEEDED*

A Medical Assistance Services appeal hearing has been scheduled for Peter [REDACTED]. Please read this entire letter carefully for information about the appeal hearing.

Hearing Information:

Date	11/08/2021	This is the date of your hearing
Time	08:30 AM	This is the time of your hearing



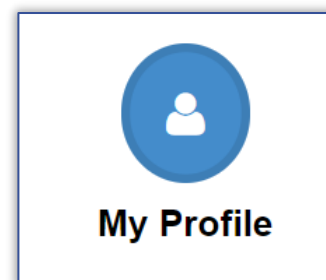
Note: Documents display in PDF file format, which includes text formatting and images. You can download and save the document to your computer and print a copy as needed.

Account Maintenance

Update My Profile

Click the **My Profile** icon to update your account information and contact details.

1. Select the **My Profile** icon on your dashboard.



2. The **Client** tab opens. Update the information as appropriate.



Note: The red **R** icon denotes required fields.

Client

Profile Information

First Name

Jessie

Last Name

Jones

Address 1

3320 Tully Road

R

Address 2

City

Modesto

R

US State

California

R

Zip Code

95350

R

Primary Phone Number

2604797033

Extension

Is Mobile

☒ Yes ☐ No

Secondary Phone Number

Fax Number

Email Address

Lisa58@yopmail.com

Save

3. Click **Save**.

Need Support?

If you need technical support while accessing or using the AIMS portal, call 804-486-2865.

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