



Appeals Information Management System (AIMS) Portal User Guide

For Providers



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Introduction

The Department of Medical Assistance Services (DMAS) Appeals Information Management System, or AIMS, is designed to ensure provider appeals are processed timely per regulations governing Medicaid appeals. Toward this goal, DMAS has given providers online access to AIMS through the portal. This portal access enables providers and their authorized representatives to submit informal and formal provider appeals, track the status of appeals, upload documents, review appeal documents, and withdraw an appeal.

This guide provides instruction for using the AIMS portal for providers. It includes the following topics:

- Submit a Request for AIMS Portal Access
- Create Your User Profile
- AIMS Navigation
- Create a New Informal Appeal
- Create a New Formal Appeal
- AIMS Portal Queues
- Monitor your Queues
- Withdraw an Appeal
- Upload and Download Appeal Documents
- Account Maintenance

Submit a Request for AIMS Portal Access

To request access to the AIMS portal, complete the Provider Account Registration page on the DMAS website, using 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 provide assistance with appeals on behalf of the indicated provider(s). The DMAS Appeals Division confirms your request by email. If DMAS approves access to the AIMS portal, an account will be created for

Provider Appeals

User Registration

Registering is fast and easy!

Complete the form below to register for the Appeals Information Management System (AIMS) portal where you can file and view information and documents for Provider appeals.

The Department of Medical Assistance Services (DMAS) will review your registration request to confirm you are affiliated with the Provider. The review may take 2-3 business days to complete. You will be notified by e-mail if your request is approved or denied.

Please note that your appeal must be filed with DMAS by the deadline date. If your deadline is approaching and your account request has not been approved, make sure your appeal is filed by the deadline through mail (600 E. Broad Street, Attn: Appeals Division, Richmond, VA 23219), email (appeals@dmas.virginia.gov), or fax [(804) 452-5454]. Your appeal request is not deemed filed until it is received by the DMAS Appeals Division.

If you need assistance with registering or logging into AIMS, call the AIMS Helpline at 804-486-2865.

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

Representative's Information

First Name*

Last Name*

Who do you work for?*

Are you a third party biller?

Yes

No

Email*

Confirm Email*

Your Business Address

Line 1*

Line 2

City*

State*

Zip*

Phone Number* Extension

Select Provider(s) you would like to represent by entering their NPI below

NPI*

Search & Add Remove Last

I attest that I work for the business identified above and am authorized to participate in the appeals process on the provider's behalf. I understand that any attempt to gain access to protected health information or other data that I am not entitled to view will result in possible prosecution under the law. *

I'm not a robot

Request Account Cancel

you, and you will receive separate emails with your user ID and temporary password. You can change your password once you log in.



Note: An appeal is not considered filed until DMAS receives it. Therefore, you should request portal access in advance of the filing deadline. If you do not have portal access by the filing deadline date, you must file your appeal through one of the other methods (Mail: 600 E. Broad Street, Attn: Appeals Division, Richmond, VA 23219, Email: <mailto:appeals@dmas.virginia.gov>, Fax: (804) 452-5454, or Hand Delivery) by the deadline or the appeal request will be considered untimely.

If you or your organization submitted a portal access request and have not heard from DMAS within two business days, please contact the AIMS Help Desk at 804-486-2865.

Navigate in the AIMS Portal

The AIMS portal allows online submission of informal and formal provider appeal requests and provides you with quick access to monitor appeals. You can move through the appeals process, upload documents, withdraw an appeal, and view existing documents on an appeal. You navigate the AIMS portal by clicking tabs and selecting records from lists called *queues*. To enter information, you type in text fields, use dropdown menus, and select buttons.



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.



Note: Some fields in the AIMS portal display a red "R" icon (Ⓜ). This icon indicates a required field – you must complete these fields before saving or submitting a form or document.

Log In

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

1. To log into the AIMS portal, hold down the control key and click this link: <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.

- 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

3. Click the **Set Password** button.
4. 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.

5. 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.

6. Choose whether you want to receive the code by email or text.
7. Click the **Request Code** button.



Note: the *OTP Login* page displays.

8. Enter the code you received in the space provided on this page.
9. Click the **Submit Code** button.



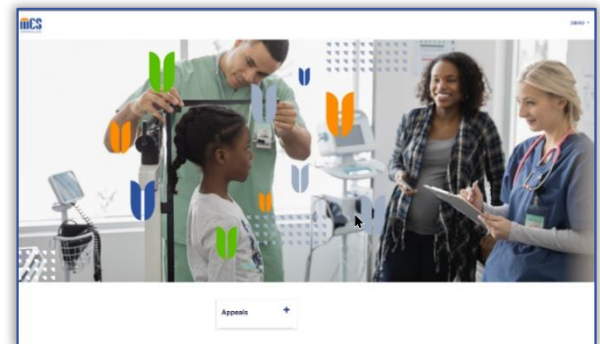
Note: If you copy the code from your email and paste it into this box, be sure that when you copy the numbers that you do not also copy extra spaces. These extra spaces result in an error.

10. The dashboard displays, and you can log into AIMS.
11. Enter your username (your email address) in the **Username** field.
12. Enter your password in the **Password** field.

13. Click the **Sign-In** button.



14. On the **MES Dashboard**, click the **Appeals** tile to expand.



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



Create Your User Profile

After initial login, AIMS directs you to the **Provider Representative** tab.



Note: You will need to complete all the required fields and save the entries to create your User Profile. The Name of Representative Firm will be completed for you if required. If you move away from this screen without saving, you can return by clicking the **My Profile** icon on your dashboard.

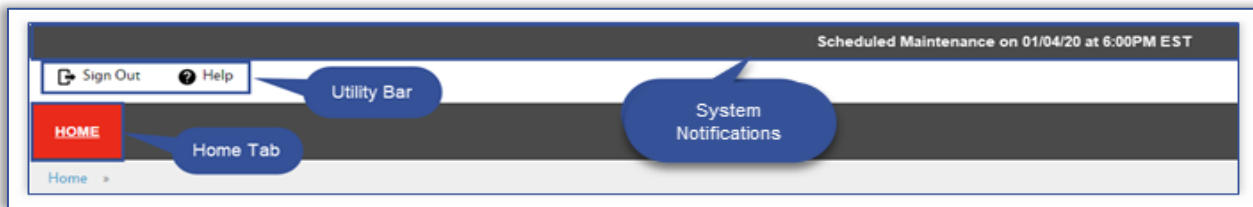
1. Complete all applicable and required (R) fields on the **Provider Representative** tab.

| | | |
|-------------------------------------|--|---|
| Representative First Name | <input type="text"/> | R |
| Representative Last Name | <input type="text"/> | R |
| Communication Preference | <input type="text" value="v"/> | R |
| Name of Representative Firm | Alliance Rehabilitation, LLC 2222222222 | R |
| Address 1 | <input type="text"/> | |
| Address 2 | <input type="text"/> | |
| City | <input type="text"/> | |
| US State | <input type="text" value="v"/> | |
| Zip Code | <input type="text"/> | |
| Phone Number | <input type="text"/> | R |
| Extension | <input type="text"/> | |
| Is Mobile | <input type="radio"/> Yes <input type="radio"/> No | |
| Fax Number | <input type="text"/> | |
| Email Address | <input type="text"/> | R |
| <input type="button" value="Save"/> | | |

2. Click the **Save** button.
3. Select the **Home** button.

Dashboard and General Navigation

Once you log into the AIMS portal, your dashboard displays; this is your **Home** screen. Here you will find navigation bars and tabs, which remain available to you throughout the portal, including the **Home** tab, **Utility** bar, and **System Notifications** bar.

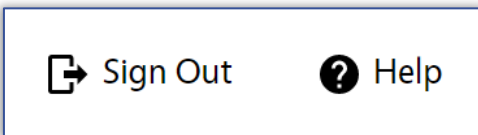


System Notifications Bar

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



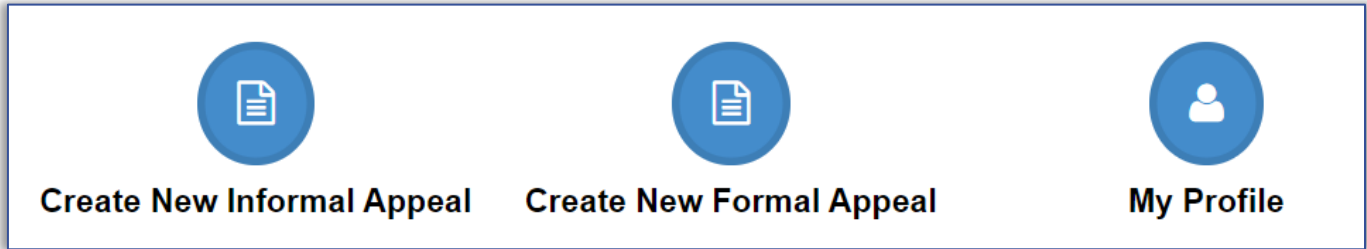
| | |
|-----------------|--|
| Sign Out | Sign Out is used for logging off of the AIMS portal. |
| Help | If clicked, the online Help popup will display, where you can search for page-specific help and links to other resources. |

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.

Dashboard Icons

You use the dashboard icons to create new informal and formal provider appeals and to update your user profile.

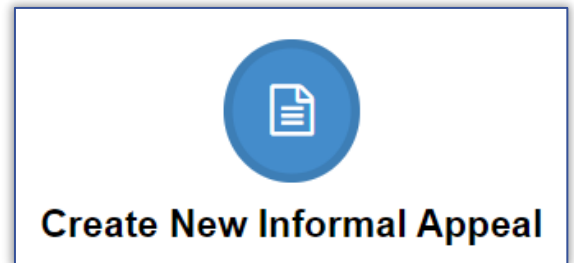


| | |
|-----------------------------------|--|
| Create New Informal Appeal | Click this icon to create and submit a new informal provider appeal. |
| Create New Formal Appeal | Click this icon to create and submit a new formal provider appeal. |
| My Profile | Click this icon to update your profile. |

Create New Informal Appeal

The informal appeal is the first step in the appeals process. To create and submit a new informal appeal, follow the steps below:

1. Click the **Create New Informal Appeal** icon.



2. On the **Create an Informal Appeal** form, select the magnifying glass to the right of **Provider**.

3. In the text entry field, enter the **Provider**.

The screenshot shows a text entry field labeled 'Provider' containing the text '3rd'. Below the field is a dropdown menu with the following items: 'Provider Agency | NPI Number' and '3rd Party Billers, LLC | 1111111111'. There are also search, clear, and refresh icons to the right of the field.

4. Select the **Provider** from the list.
5. Select the Type from the **Appeal Type** dropdown.
6. Select the Sub-Type from the **Appeal Sub-Type** dropdown.

The screenshot shows a form with the following fields:

- Provider:** 3rd Party Billers, LLC | 1111111111
- Appeal Type:** Anthem HealthKeepers
- Appeal Sub Type:** Audit
- Appeal Sub Type 2:** Hospital
- Identify the issues, adjustments, or items that you are appealing:** (Empty text box)

 Each dropdown menu has a red 'R' icon to its right. The form also includes search, clear, and refresh icons for the Provider field.

7. Enter the description in the **Identify the issues, adjustments, or items that you are appealing** textbox.



Information: Your selection of the **Appeal Type** determines the available **Appeal Sub Type** options as indicated in the table below.

Appeal Type

Table 1: Aetna Better Health

| Appeal Sub Type | Appeal Sub Type 2 |
|------------------------------|--|
| Attorneys' Fees | n/a |
| Audit | <ul style="list-style-type: none"> ○ Behavioral Health ○ CCC+ Waiver ○ DD Waiver ○ DME ○ Dental ○ Hospice ○ Hospital ○ Laboratory ○ Other ○ Pharmacy ○ Physician/Practitioner ○ Transportation |
| Claim | <ul style="list-style-type: none"> ○ CCC + ○ Medallion |
| Service Authorization | <ul style="list-style-type: none"> ○ CCC + ○ Medallion |

Table 2: Anthem Healthkeepers

| Appeal Sub Type | Appeal Sub Type 2 |
|------------------------------|--|
| Attorneys' Fees | n/a |
| Audit | <ul style="list-style-type: none"> ○ Behavioral Health ○ CCC+ Waiver ○ DD Waiver ○ DME ○ Dental ○ Hospice ○ Hospital ○ Laboratory ○ Other ○ Pharmacy ○ Physician/Practitioner ○ Transportation |
| Claim | <ul style="list-style-type: none"> ○ CCC + ○ Medallion |
| Service Authorization | <ul style="list-style-type: none"> ○ CCC + ○ Medallion |

Table 3: CGI Appeal Type

| Appeal Sub Type | Appeal Sub Type 2 |
|---------------------------|-------------------|
| Attorneys' Fees | n/a |
| Electronic Health Records | n/a |

Table 4: DBHDS-P Appeal Type

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------------|-------------------|
| Attorneys' Fees | n/a |
| Audit | n/a |
| Custom Rate | n/a |
| Service Authorization | n/a |

Table 5: DMAS Appeal Type

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------------|---|
| 42 CFR Subpart D | <ul style="list-style-type: none"> ○ Civil Monetary Penalty ○ Provider Agreement |
| Audits | <ul style="list-style-type: none"> ○ Attorneys' Fees ○ Behavioral Health ○ CCC+ Waiver ○ DD Waiver ○ DME ○ Dental ○ Hospice ○ Hospital ○ Laboratory ○ Other ○ Pharmacy ○ Physician/Practitioner ○ Transportation |
| Claims | <ul style="list-style-type: none"> ○ Attorneys' Fees ○ CSU ○ Claim Check ○ EAPG |
| Enrollment | <ul style="list-style-type: none"> ○ Attorneys' Fees ○ Denied Enrollment ○ Disenrolled |
| Payment Suspension | n/a |
| Rate Setting | n/a |
| Service Authorization | <ul style="list-style-type: none"> ○ Attorneys' Fees ○ DMAS EPSDT ○ DMAS Medical Support |

Table 6: DentaQuest

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------------|-------------------|
| Attorneys' Fees | n/a |
| Audit | n/a |
| Claim | n/a |
| Enrollment | n/a |
| Service Authorization | n/a |

Table 7: HMS

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------|---|
| Audit | <ul style="list-style-type: none"> ○ Attorneys' Fees ○ DRG ○ Behavioral Health |

Table 8: KEPRO-P

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------------|-------------------|
| Attorneys' Fees | n/a |
| Service Authorization | n/a |

Table 9: MSLC

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------|--|
| Attorneys' Fees | n/a |
| Audit | <ul style="list-style-type: none"> ○ Behavioral Health ○ CCC+ Waiver ○ Cost Settlement ○ DD Waiver ○ DME ○ Dental ○ Electronic Health Records ○ Hospice ○ Hospital ○ Laboratory ○ Other ○ Personal Funds Account ○ Pharmacy ○ Physician/Practitioner ○ Transportation |

Table 10: Magellan Behavioral Health

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------------|-------------------|
| Attorneys' Fees | n/a |
| Audit | n/a |
| Claim | n/a |
| Enrollment | n/a |
| Service Authorization | n/a |

Table 11: Molina Complete Care

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------------|--|
| Attorneys' Fees | n/a |
| Audit | <ul style="list-style-type: none"> ○ Behavioral Health ○ CCC+ Waiver ○ DD Waiver ○ DME ○ Dental ○ Hospice ○ Hospital ○ Laboratory ○ Other ○ Pharmacy ○ Physician/Practitioner ○ Transportation |
| Claim | <ul style="list-style-type: none"> ○ CCC+ ○ Medallion |
| Service Authorization | <ul style="list-style-type: none"> ○ CCC+ ○ Medallion |

Table 12: Optima Family Care

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------------|--|
| Attorneys' Fees | n/a |
| Audit | <ul style="list-style-type: none"> ○ Behavioral Health ○ CCC+ Waiver ○ DD Waiver ○ DME ○ Dental ○ Hospice ○ Hospital ○ Laboratory ○ Other ○ Pharmacy ○ Physician/Practitioner ○ Transportation |
| Claim | <ul style="list-style-type: none"> ○ CCC+ ○ Medallion |
| Service Authorization | <ul style="list-style-type: none"> ○ CCC+ ○ Medallion |

Table 13: Unappealable Issue

| Appeal Sub Type | Appeal Sub Type 2 |
|--------------------------|-------------------|
| Issue Not Specified | n/a |
| No Final Denial | n/a |
| Not a Medicaid Recipient | n/a |
| Other | n/a |
| Paid Claim | n/a |
| Payment Methodology | n/a |

Table 14: United Healthcare

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------------|---|
| Attorneys' Fees | n/a |
| Audit | <ul style="list-style-type: none"> ○ Behavioral Health ○ CCC + Waiver ○ DD Waiver ○ DME ○ Dental ○ Hospice ○ Hospital ○ Laboratory ○ Other ○ Pharmacy ○ Physician/Practitioner ○ Transportation |
| Claim | <ul style="list-style-type: none"> ○ CCC+ ○ Medallion |
| Service Authorization | <ul style="list-style-type: none"> ○ CCC+ ○ Medallion |

Table 15: Virginia Premier

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------|---|
| Attorneys' Fees | n/a |
| Audit | <ul style="list-style-type: none"> ○ Behavioral Health ○ CCC + Waiver ○ DD Waiver ○ DME ○ Dental ○ Hospice ○ Hospital ○ Laboratory ○ Other ○ Pharmacy ○ Physician/Practitioner ○ Transportation |
| Claim | <ul style="list-style-type: none"> ○ CCC+ ○ Medallion |

| Appeal Sub Type | Appeal Sub Type 2 |
|-----------------------|---|
| Service Authorization | <input type="radio"/> CCC+ <input type="radio"/> Medallion |



Note: Complete all applicable and required (R) fields.

8. If you select “Claim” or “Service Authorization” as the **Appeal Sub Type**, complete the **Service Authorization And Claim Issues** section.

Service Authorization And Claim Issues

Member's First Name (R)

Member's Last Name (R)

Member's Medicaid ID: (R)

Dates of Service (R)

If there is more than one Date of Service, please list all dates in MM/DD/YY format, separated by commas or add a Service Date Range.

Claim Number or ICN:



Note: If you select **Claim**, you will see a **Claim # or ICN** field. If you select **Service Authorization**, you will see a **Service Authorization Number** field.

9. In the **Supporting Documentation** section, click the **Drop files here to upload** and select a document from your local directory

Supporting Documentation

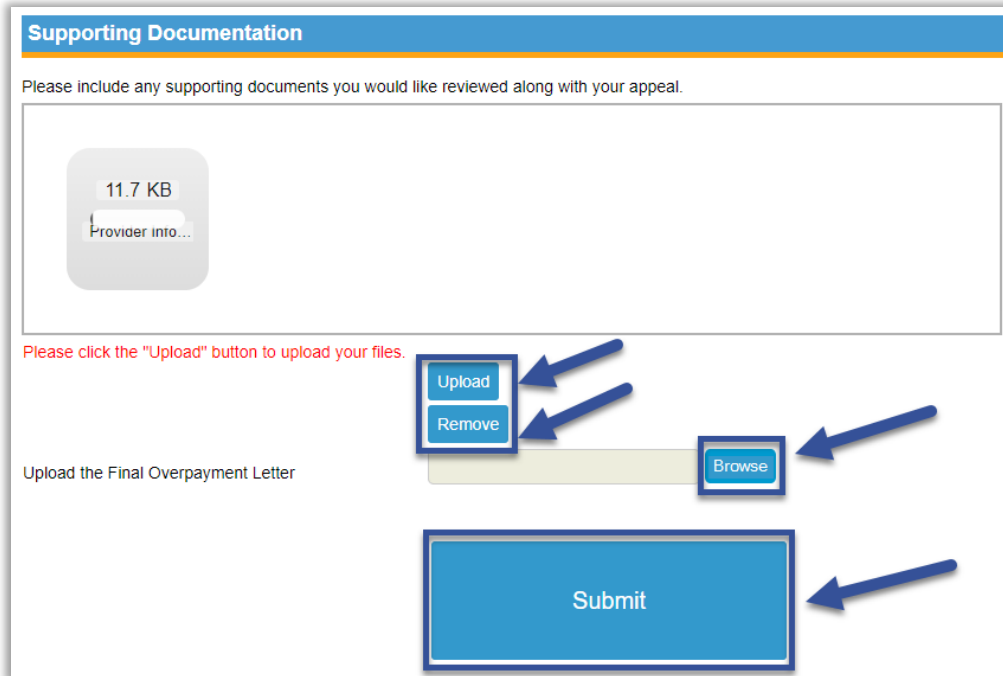
Please include any supporting documents you would like reviewed along with your appeal.

Drop files here to upload

Upload the Final Overpayment Letter

10. Then, click the **Upload** button to attach to your appeal. If you select the wrong document, remove

all documents by selecting the **Remove** button.



Note: If the appeal is for an overpayment, select the **Browse** button and attach the final overpayment letter to the appeal. The accepted file types for **Upload** include DOC, DOCX, PDF, JPG, PNG, GIF, and BMP.

11. Click the **Submit** button. You will get a confirmation popup asking if you want to upload the file to your appeal. When you click **OK**, you should see a message that says, “Files Uploaded Successfully.”



Note: You can track the progress of your appeal request in the AIMS portal by locating the appeal in the *Open Informal Cases Queue*.

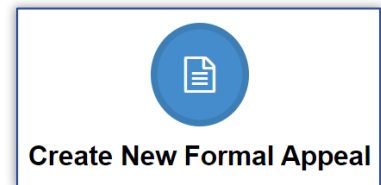
Create New Formal Appeal

If you disagree with an informal appeal decision, you can submit a formal appeal. A formal appeal can only be filed after an informal appeal decision is issued. Click the **Create New Formal Appeal** icon on your dashboard to submit a formal provider appeal.

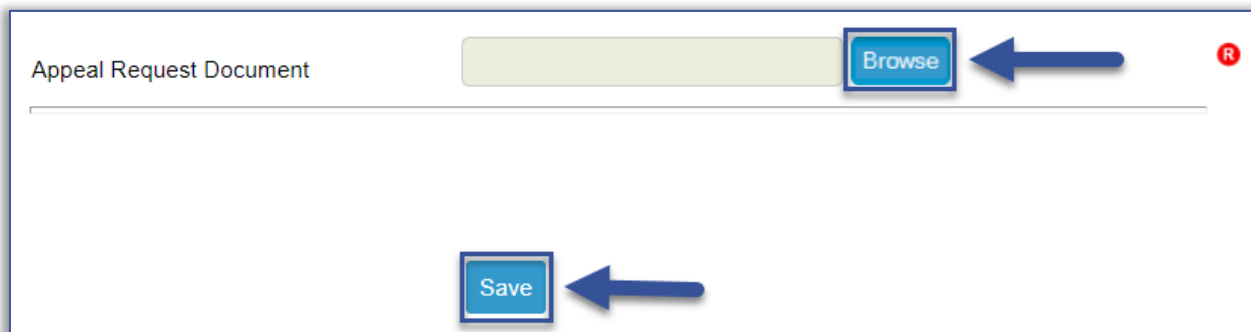
If you do not have the form for submitting a formal appeal, the DMAS Appeals Division has a Provider Appeal Request Form on the website at <https://www.dmas.virginia.gov/appeals/>. You can also submit a document outlining what you are appealing and why you are appealing.

Follow these steps to submit a formal provider appeal.

1. Select the **Create New Formal Appeal** icon, and the **Formal Appeal Request** page opens.



2. Click the **Browse** button and locate the document (Formal Appeal Request form or letter) you wish to upload.



Information: Verify that the **Informal Appeal Number** is on the Formal Appeal Request form or letter.



Note: The accepted file types for **Upload** include DOC, DOCX, PDF, JPG, PNG, GIF, and BMP.

3. Click the **Save** button.



Note: You can track the progress of your appeal request in the AIMS portal by locating the appeal in the *Open Formal Cases Queue*.

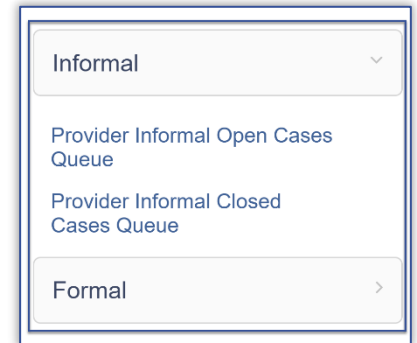
AIMS Portal Queues

Your queues display on your dashboard in two sections: **Informal** and **Formal**. The Informal queues include *Provider Informal Open Cases Queue* and *Provider Informal Closed Cases Queue*. The Formal queues include *Provider Formal Open Cases Queue* and *Provider Formal Closed Cases Queue*.

Access Your Queues

Follow these steps to access a queue.

1. Click the **Formal** or **Informal** appeal type to expand your queue groupings.
2. Click on the name of the queue you want to view.
3. The selected **queue** displays on your dashboard.



| Provider Informal Open Cases Queue | | | | | | | | | | |
|------------------------------------|------------|-----------|----------------------------|-----------------------|-------------------------------|-------------------|--------------------------|------------------|----------------|------------|
| Appeal Number | Filed Date | Status | Informal Appeals Agent | Case Summary Due Date | Recommended Decision Due Date | Decision Due Date | Informal Conference Date | Provider Contact | Representative | Member |
| P-000004484 | 07/10/2020 | Scheduled | Oliver Officer (o.officer) | | | 01/06/2021 | 02/03/2021 12:47 pm | King Lear | Dew John | Rachel Ray |
| P-000005458 | 08/21/2020 | Decision | Oliver Officer (o.officer) | 01/17/2021 | | 02/17/2021 | | Jude Fawley | James Bond | Qua Dafook |

Manage Your Queues

Each queue displays appeals with a similar type and status. The tables below describe each of these queues.

Provider Informal Open Cases Queue

This queue displays provider informal appeals in an "Open" status.

| Appeal Number | Filed Date | Status | Informal Appeals Agent | Case Summary Due Date | Recommended Decision Due Date | Decision Due Date | Informal Conference Date | Provider Contact | Representative | Member |
|---------------|------------|-----------|----------------------------|-----------------------|-------------------------------|-------------------|--------------------------|------------------|----------------|------------|
| P-000004484 | 07/10/2020 | Scheduled | Oliver Officer (o.officer) | | | 01/06/2021 | 02/03/2021 12:47 pm | King Lear | Dew John | Rachel Ray |
| P-000005458 | 08/21/2020 | Decision | Oliver Officer (o.officer) | 01/17/2021 | | 02/17/2021 | | Jude Fawley | James Bond | Qua Dafook |

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

- Appeal Number
- Filed Date
- Status
- Informal Appeals Agent
- Case Summary Due Date
- Recommended Decision Due Date
- Decision Due Date
- Informal Conference Date
- Provider Contact
- Representative
- Member

Provider Informal Closed Cases Queue

This queue lists provider informal appeals in a "Closed" status.

| Appeal Number | Filed Date | Status | Appeal Type | Informal Appeals Agent | Decision Date | Decision Outcome | Provider Contact | Representative | Member |
|---------------|------------|--------|-------------|------------------------|---------------|------------------|------------------|----------------|--------|
| P-000007432 | 01/20/2021 | Closed | | Judge Judy | 01/25/2021 | Withdrawn | Jude Fawley | James Bond | |
| P-000007691 | 02/05/2021 | Closed | | Judge Judy | 02/18/2021 | Received | Jude Fawley | James Bond | |

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

| | | |
|--|---|--|
| <ul style="list-style-type: none"> ○ Appeal Number ○ Filed Date ○ Status ○ Appeal Type | <ul style="list-style-type: none"> ○ Informal Appeals Agent ○ Decision Date ○ Decision Outcome ○ Provider Contact | <ul style="list-style-type: none"> ○ Representative ○ Member |
|--|---|--|

Provider Formal Open Cases Queue

This queue displays provider formal appeals in an "Open" status.

| Provider Formal Open Cases Queue | | | | | | | |
|----------------------------------|------------|-------------------------------|-------------|-------------------------------|----------------|------------------|-------------------|
| Show 10 entries | | | | | | | |
| Appeal Number | Filed Date | Supreme Court Hearing Officer | Appeal Type | Recommended Decision Due Date | Representative | Provider Contact | Member |
| P-000005397 | 10/16/2020 | Judge Judy | | 02/12/2021 | Dew John | Kubla Khan | Jean Louise Finch |
| P-000007017 | | Judge Judy | | 06/02/2021 | Bob Blob | Sodapop Curtis | Alicia Client |

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

- Appeal Number
- Filed Date
- Supreme Court Hearing Officer
- Appeal Type
- Recommended Decision Due Date
- Representative
- Provider Contact
- Member

Provider Formal Closed Cases Queue

This queue lists provider formal appeals in "Closed" status.

| Provider Formal Closed Cases Queue | | | | | | | |
|------------------------------------|------------|-------------------------------|-------------|----------------------------|----------------|---------------|------------------|
| Show 10 entries | | | | | | | |
| Appeal Number | Filed Date | Supreme Court Hearing Officer | Appeal Type | Final Agency Decision Date | Representative | Member | Provider Contact |
| P-000005342 | 08/20/2020 | Judge Judy | | 03/09/2021 | Dew John | Benny Jerry | Kubla Khan |
| P-000005261 | 08/04/2020 | Judge Judy | | 08/03/2021 | James Bond | Bilbo Baggins | Emma Smith |

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

- Appeal Number
- Filed Date
- Supreme Court Hearing Officer
- Appeal Type
- Final Agency Decision Date
- Representative
- Member
- Provider Contact

Sort Your Queue

There are several ways to display queue lists to make it easier to find what you need. Click a **Column Heading** to sort the column in descending or ascending order.

| Appeal Number | Filed Date | Status |
|---------------|------------|----------|
| P-000006804 | 02/03/2020 | Decision |
| P-000005463 | 08/24/2020 | Decision |
| P-000005287 | 08/04/2020 | Decision |

Search Your Queue

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

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




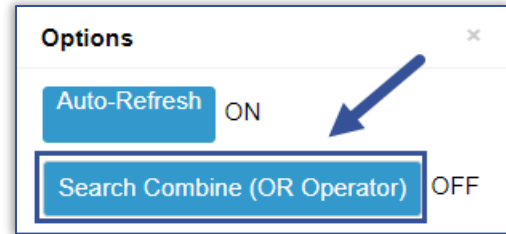
Information: A queue is searchable by one criterion or a combination of criteria displayed under each column heading. For example, you can search by Provider, Name (first or last), Status, Hearing Date, or Appeal Number.

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

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.





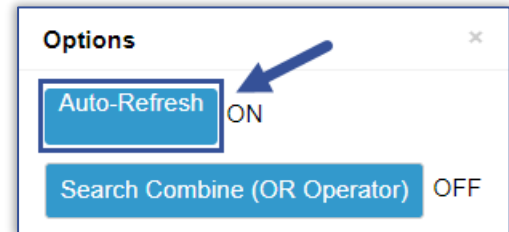
i Information: Buttons that display when you click the Ellipsis are toggles. To switch between the "ON" to "OFF" position, just click the button again.

- If the **Search Combine (OR Operator)** is enabled or "ON," the search returns results that match one *OR* more terms entered.
- If the **Search Combine (OR Operator)** is disabled or "OFF," the search returns results 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 by setting the 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.



View an Appeal

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

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

| Appeal Number | Filed Date | Status | Informal Appeals Agent | Case Summary Due Date | Recommended Decision Due Date | Decision Due Date | Informal Conference Date | Provider Contact | Representative | Member |
|---------------|------------|-----------|----------------------------|-----------------------|-------------------------------|-------------------|--------------------------|------------------|----------------|------------|
| P-000004484 | 07/10/2020 | Scheduled | Oliver Officer (o.officer) | | | 01/06/2021 | 02/03/2021 12:47 pm | King Lear | Dew John | Rachel Ray |
| P-000005458 | 08/21/2020 | Decision | Oliver Officer (o.officer) | 01/17/2021 | | 02/17/2021 | | Jude Fawley | James Bond | Qua Dafook |



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.

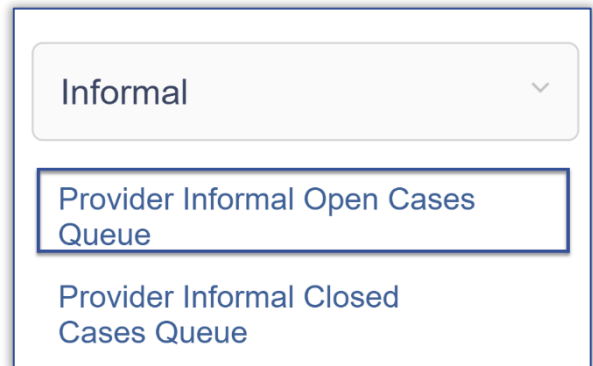
Monitor Your Queues

Provider Informal Open Cases Queue

You can upload documents, withdraw an appeal, and view existing documents on your informal provider appeals with an "Open" status in the *Provider Informal Open Cases Queue*.

Follow these steps to access this queue.

1. From the **Informal** section, select the **Provider Informal Open Cases Queue**.



- The **Provider Informal Open Cases Queue** displays on your dashboard. To view the record, click anywhere in that record's row.

| Appeal Number | Filed Date | Status | Informal Appeals Agent | Case Summary Due Date | Recommended Decision Due Date | Decision Due Date | Informal Conference Date | Provider Contact | Representative | Member |
|---------------|------------|-----------|----------------------------|-----------------------|-------------------------------|-------------------|--------------------------|------------------|----------------|------------|
| P-000004484 | 07/10/2020 | Scheduled | Oliver Officer (o.officer) | | | 01/06/2021 | 02/03/2021 12:47 pm | King Lear | Dew John | Rachel Ray |
| P-000005458 | 08/21/2020 | Decision | Oliver Officer (o.officer) | 01/17/2021 | | 02/17/2021 | | Jude Fawley | James Bond | Qua Dafook |

- The screen will refresh, displaying the **Appeal** screen. The **Appeal** screen divides open appeals into three (3) sections.

Advicare And Andre Giant P-123480659 Primary Agency: Pending Assignment

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.

Appeal Actions

Withdraw

Existing Documents

| Document Created Date | Document Name | Category | Type |
|-----------------------|--|-------------------------|--|
| 09/30/2021 | Provider - 040 - Provider Acknowledgement Letter-English.pdf | Letters/Notifications | Provider Agency Notification of the Appeal |
| 09/30/2021 | 006b - Appeal Request Overview - Provider-English.pdf | DMAS Internal Documents | Appeal Request Overview |
| 09/30/2021 | Provider Notification of the Appeal-English.pdf | Letters/Notifications | Provider Agency Notification of the Appeal |



Information: Each of the three (3) sections on the **Appeal** screen enables you to perform a different task.

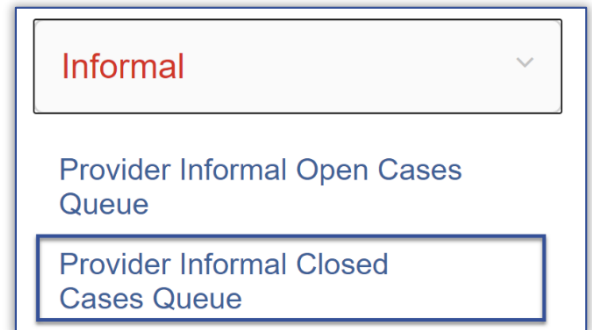
- Use the **Drop files here to upload** section to upload case documents.
- **Withdraw** an appeal in the **Appeal Actions** section.
- Download documents from the **Existing Documents** section.

Provider Informal Closed Cases Queue

You can view documents, and other information for your informal provider appeals with a "Closed" status in the *Provider Informal Closed Cases Queue*.

Follow these steps to access this queue.

1. From the **Informal** section, select the **Provider Informal Closed Cases Queue**.



2. The **Provider Informal Closed Cases Queue** displays on your dashboard. To view the record, click anywhere in that record's row.

| Appeal Number | Filed Date | Status | Appeal Type | Informal Appeals Agent | Decision Date | Decision Outcome | Provider Contact | Representative | Member |
|---------------|------------|--------|-------------|------------------------|---------------|------------------|------------------|----------------|--------|
| P-000007432 | 01/20/2021 | Closed | | Judge Judy | 01/25/2021 | Withdrawn | Jude Fawley | James Bond | |
| P-000007691 | 02/05/2021 | Closed | | Judge Judy | 02/18/2021 | Received | Jude Fawley | James Bond | |

3. The screen will refresh, displaying the **Appeal** screen. This screen only contains the **Existing Documents** section.

| Document Created Date | Document Name | Category | Type |
|-----------------------|--|-------------------------|----------------------------|
| 08/04/2021 | Provider Untimely Decision - General-English.pdf | DMAS Internal Documents | Provider Untimely Decision |



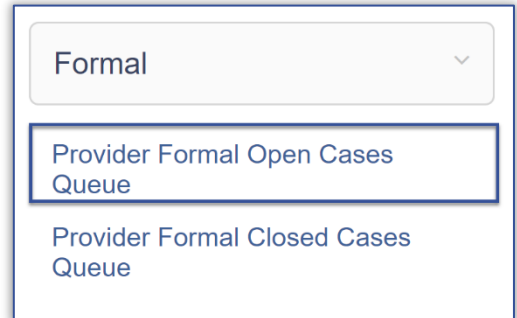
Note: If needed, use your window scroll bar to view the entire list of available, existing documents.

Provider Formal Open Cases Queue

You can upload documents, withdraw an appeal, and view existing documents on your formal provider appeals with an "Open" status in the *Provider Formal Open Cases Queue*.

Follow these steps to access this queue.

1. From the **Formal** section, select the **Provider Formal Open Cases Queue**.



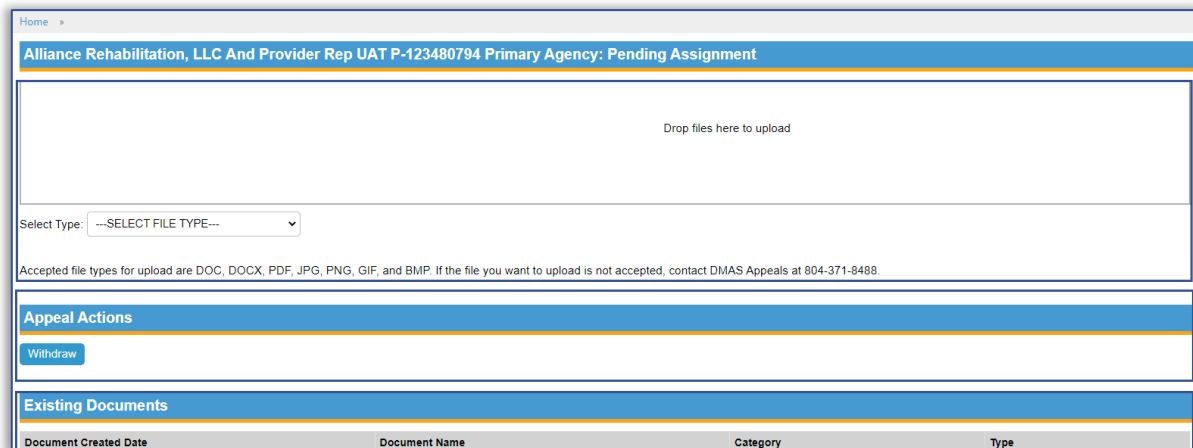
The **Provider Formal Open Cases Queue** displays on your dashboard. To view the record, click anywhere in that record's row.

| Appeal Number | Filed Date | Supreme Court Hearing Officer | Appeal Type | Recommended Decision Due Date | Representative | Provider Contact | Member |
|---------------|------------|-------------------------------|-------------|-------------------------------|----------------|------------------|-------------------|
| P-000005397 | 10/16/2020 | Judge Judy | | 02/12/2021 | Dew John | Kubla Khan | Jean Louise Finch |
| P-000007017 | 02/02/2021 | Judge Judy | | 06/02/2021 | Bob Blob | Sodapop Curtis | Alicia Client |

2. The screen will refresh, displaying the **Appeal** screen. The **Appeal** screen divides open appeals into three (3) sections.



Information: Each of the three (3) sections on the **Appeal** screen enables you to perform a different task.



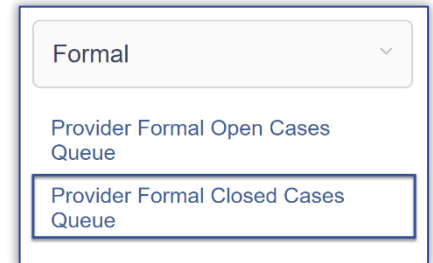
- Use the **Drop files here to upload** section to upload case documents.
- Withdraw an appeal in the **Appeal Actions** section.
- Download documents from the **Existing Documents** section.

Provider Formal Closed Cases Queue

You can view documents, and other information for your formal provider appeals with a "Closed" status in the *Provider Formal Closed Cases Queue*.

Follow these steps to access this queue.

1. From the **Formal** section, select the **Provider Formal Closed Cases Queue**.
2. The **Provider Formal Closed Cases Queue** displays on your dashboard. To view the record, click anywhere in that record's row.
3. The screen will refresh, displaying the **Appeal** screen. This screen only contains the **Existing Documents** section.



| Winchester Medical Center And Andre Giant P-123480388 Primary Agency: Pending Assignment | | | |
|--|--|-----------------------|-----------------------------------|
| Existing Documents | | | |
| Document Created Date | Document Name | Category | Type |
| 08/09/2021 | SC - Unrepresented Corporation Letter - SCHO-English.pdf | Case Documents | Unrepresented Corporation Letter |
| 08/09/2021 | SC - Hearing Officer Engagement-English.pdf | Letters/Notifications | Hearing Officer Engagement Letter |
| 08/16/2021 | Provider - Provider Withdrawal Letter-English.pdf | Letters/Notifications | Provider Appeal Withdrawn |
| 08/16/2021 | Provider - Provider Withdrawal Letter-English.pdf | Letters/Notifications | Provider Appeal Withdrawn |
| 08/12/2021 | Provider - Provider Hearing Letter-English.pdf | Letters/Notifications | Provider - Formal Hearing |
| 08/12/2021 | SC - Provider Hearing Letter-English.pdf | Letters/Notifications | Provider - Formal Hearing |



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

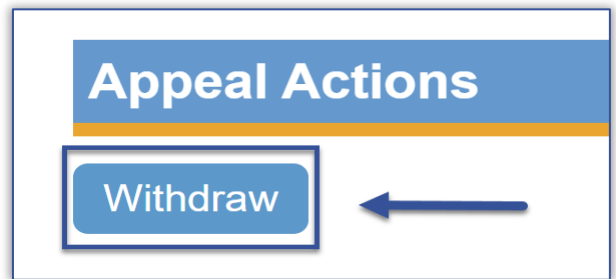
Withdraw Your Appeal

You can withdraw an open appeal at any time from the *Provider Informal Open Cases Queue* or *Provider Formal Open Cases Queue*.

1. Select the **Provider Informal Open Cases Queue** or **Provider Formal Open Cases Queue** to locate an appeal you want to withdraw.
2. To view a record, click anywhere in that record's row.

| Appeal Number | Filed Date | Supreme Court Hearing Officer | Appeal Type | Recommended Decision Due Date | Representative | Provider Contact | Member |
|---------------|------------|-------------------------------|-------------|-------------------------------|----------------|------------------|---------------|
| P-000005343 | 08/05/2020 | | | | Dew John | | AR Test |
| P-000005371 | 08/19/2020 | Tester10 Clinton | | 02/04/2021 | Dew John | | Alex Martinez |

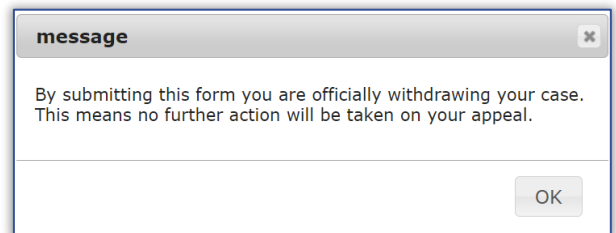
3. In the **Appeal Actions** section, click the **Withdraw** button.



4. Click **OK** to confirm the withdrawal. Click the **"X"** to cancel the action.
5. The page refreshes, and the **Upload a Document** and **Appeal Actions** sections no longer display on the **Appeals** screen. Click **Home** to return to your dashboard.



Note: The appeal is now closed, and no further action can be taken. You can locate the appeal in the *Provider Informal Closed Cases Queue* or *Provider Formal Closed Cases Queue*.



Upload and Download Documents

You can upload documents in the *Provider Informal Open Cases Queue* and *Provider Formal Open Cases Queue* during the appeal process (within the regulations and set forth by the Informal Appeals Agent or the Hearing Officer). You can download documents associated with an appeal in the *Provider Informal Closed Cases Queue* and *Provider Formal Closed Cases Queue*.



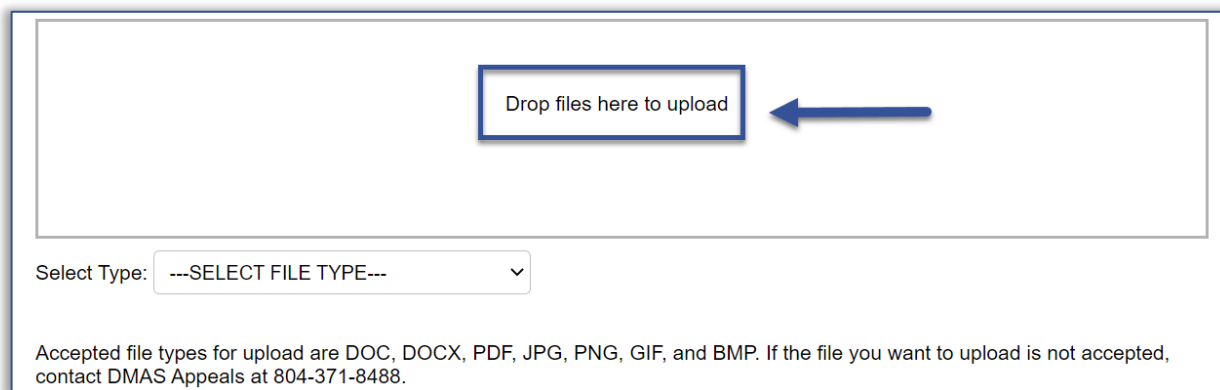
Note: The upload feature is not available for the *Provider Informal Closed Cases Queue* and the *Provider Formal Closed Cases Queue*.

Upload Documents

You can upload documents such as a medical records 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.



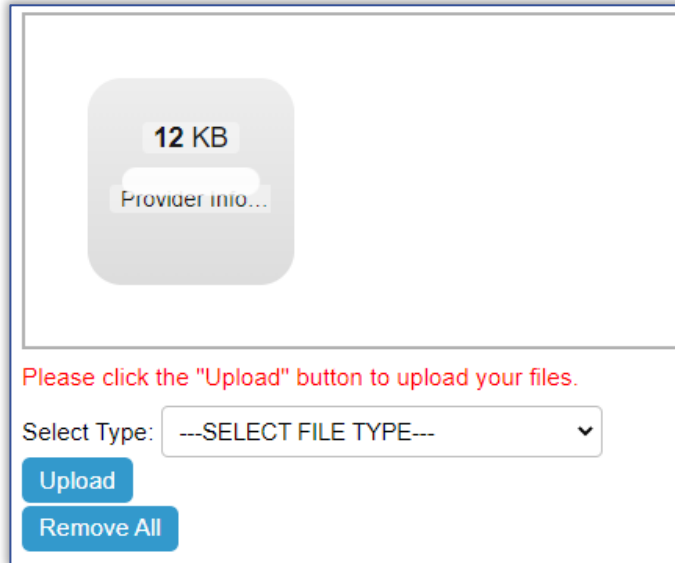
2. Select a document from your local directory. The AIMS portal captures the file name and the file type.



Note: The accepted file types for **Upload** include DOC, DOCX, PDF, JPG, PNG, GIF, and BMP.

If the file you want to upload is not accepted, contact the AIMS Help Desk at 804-486-2865.

3. Confirm the document selected is correct. Click the **Remove All** button to replace the document if the selected one is incorrect. Select a file type from the **Select Type** dropdown.



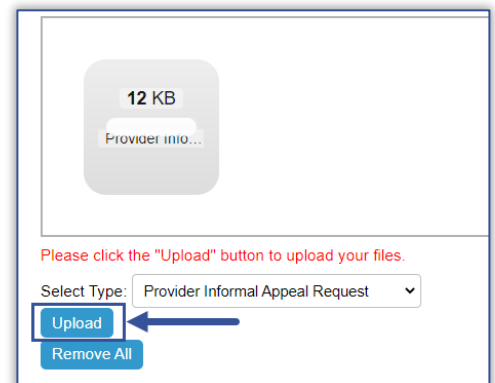
4. Select a file type from the **Select Type** dropdown.



Information: Here is the list of options in the **Select File Type** dropdown.

- Provider eFiler Submitted
- Provider Submission
- Notice of Action
- Other
- Provider Formal Appeal Request
- Provider Informal Appeal Request
- Authorized Representative Document

5. Then, click the **Upload** button.
6. The document now 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 existing documents from this section on the **Appeal** screen.

Follow these steps to download documents.

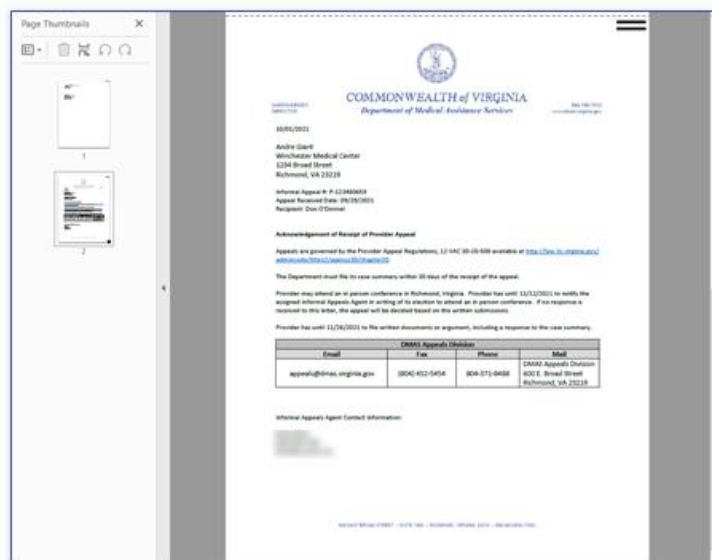
1. In the **Existing Documents** section, click the **Document Name Link** you wish to download.

| Existing Documents | | | |
|-----------------------|--|-----------------------|---|
| Document Created Date | Document Name | Category | Type |
| 09/17/2020 | Provider - Unrepresented Corporation Letter - Provider-English.pdf | Letters/Notifications | Unrepresented Corporation Letter |
| 09/17/2020 | Provider - Provider Prehearing Phone Conference Letter-English.pdf | Letters/Notifications | Provider Prehearing Phone Conference Letter |
| 09/17/2020 | Provider - Provider Hearing Letter-English.pdf | Letters/Notifications | Provider - Formal Hearing |
| 09/17/2020 | Provider - Generate Final Decision - Provider Formal-English.pdf | Decisions | Final Decision |



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

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



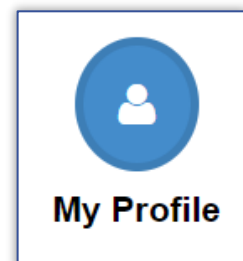
Note: Documents display in PDF file format, which includes text formatting and images. You can download and save the document to your computer and/or print a copy as needed.

Account Maintenance

Update My Profile

Under **My Profile**, you can update your account information and contact details.

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



2. The **Provider Representative** page opens. Update the information as appropriate.

Remember to complete all required (R) fields before selecting **Save**.

| | | |
|-------------------------------------|--|-----|
| Representative First Name | <input type="text"/> | (R) |
| Representative Last Name | <input type="text"/> | (R) |
| Communication Preference | <input type="text" value="v"/> | (R) |
| Name of Representative Firm | Alliance Rehabilitation, LLC 2222222222 | (R) |
| Address 1 | <input type="text"/> | |
| Address 2 | <input type="text"/> | |
| City | <input type="text"/> | |
| US State | <input type="text" value="v"/> | |
| Zip Code | <input type="text"/> | |
| Phone Number | <input type="text"/> | (R) |
| Extension | <input type="text"/> | |
| Is Mobile | <input type="radio"/> Yes <input type="radio"/> No | |
| Fax Number | <input type="text"/> | |
| Email Address | <input type="text"/> | (R) |
| <input type="button" value="Save"/> | | |

3. Click **Save** when you are finished.

Need Support?

If you need technical support while accessing or using the AIMS portal, call the AIMS Help Desk at 804-486-2865. If you have questions regarding an appeal, call the DMAS Appeals Division at 804-371-8488.