Appeals Information Management System (AIMS) Portal User Guide for Providers

Dashboard Icons

You can use dashboard icons to create a new informal provider appeal, create a new formal provider appeal, and update your AIMS profile.



Create New Informal Appeal	Select this icon to create and submit a new informal provider appeal.
Create New Formal Appeal	Select this icon to create and submit a new formal provider appeal. Note: A formal appeal can only be filed after an informal appeal decision has been issued.
My Profile	Select this icon to update your AIMS profile.

Create New Informal Appeal

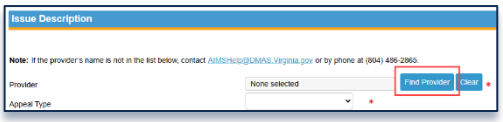
The informal appeal is the first step in the appeals process. To create and submit a new informal appeal, follow the steps below:

Note: All fields with a red asterisk (*) are required fields.

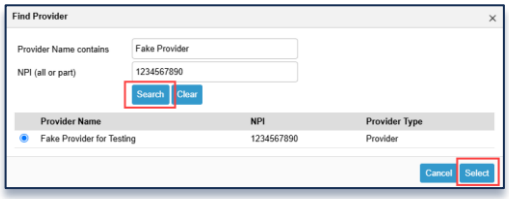
1. Select the **Create New Informal Appeal** Icon.



2. On the **Informal Appeal Form,** select **Find Provider**.

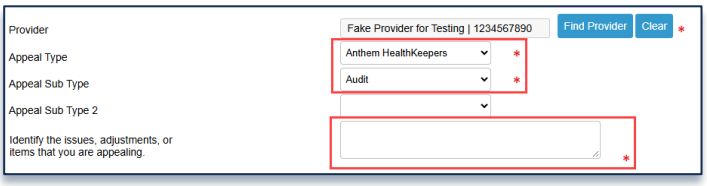


3. A dialog box will open; search by **Provider Name** or by **NPI Number** and select **Search**.
   A list of matches will display; identify your provider and choose the **Select** option.



Note: If your provider does not appear in the search, contact AIMS Help at: AIMSHelp@dmas.virginia.gov or (804) 486-2865.

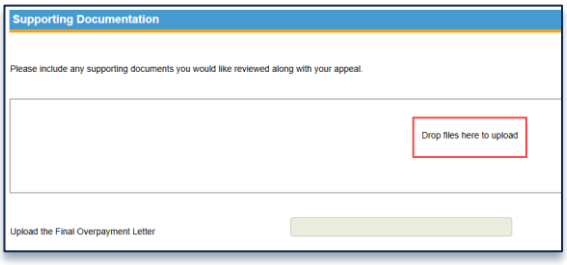
4. Select the **Appeal Type** from the dropdown menu. This will determine the choices for Appeal Sub Type.
5. Select the **Appeal Sub Type** from the dropdown menu.



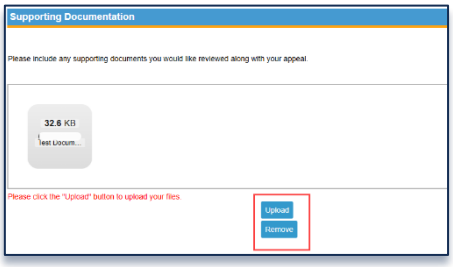
6. To facilitate the review of the appeal request, provide a clear explanation of what you are appealing in the **Identify the issues, adjustments, or items that you are appealing** textbox. Include specific information on what you are appealing and why.
7. If you select **Claim** or **Service Authorization** as the Appeal Sub Type, complete the additional required fields.

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.

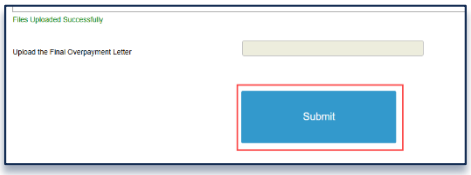
8. In the **Supporting Documentation** section, select the **Drop files here to upload** to select and upload a document from your local directory. It is helpful to include an appeal letter and copy of the denial letter you are appealing.



9. Select the **Upload** option to attach the document(s) to your appeal. You will get a confirmation popup asking if you want to upload the file to your appeal. When you select **OK**, you should see a message that says, "Files Uploaded Successfully." If you select the incorrect document, remove all documents by selecting the **Remove** option.



10. Select the **Submit** option; you will be directed to a screen that confirms your appeal has been created.



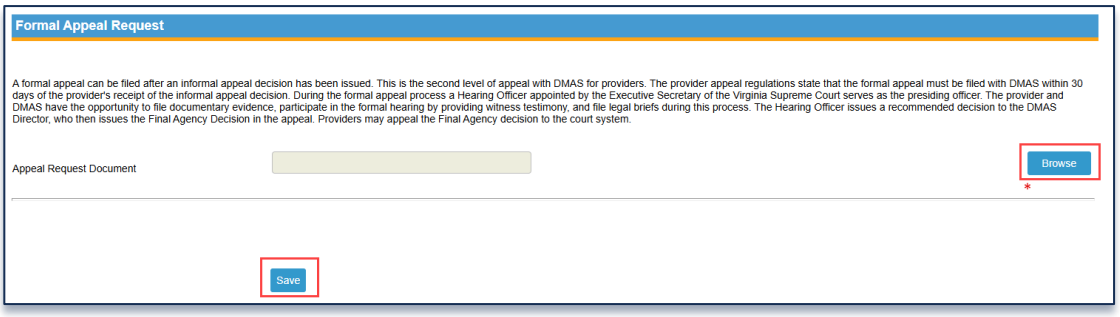
Note: You can track the progress of your appeal request by locating the appeal in the **Provider Informal Open Cases Queue**.

Create New Formal Appeal

1. Select the **Create New Formal Appeal** Icon.



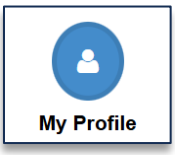
2. On the **Formal Appeal Form**, select the **Browse** option to select and upload the document (Formal Appeal Request). Include in the letter the prior informal appeal number and other pertinent information about what you are appealing. Select **Save**.



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

Update Your AIMS Profile

1. Select the **My Profile** Icon.



2. Update all applicable fields as needed.

Note: All fields with a red asterisk (*) are required fields.

3. Select **Save**.

