

BROADCAST DMAS 99

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TO: LDSS Directors and Eligibility Staff and Cover Virginia Staff

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SUBJECT: Medicaid Appeals Training Modules

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The DMAS Appeals Division has produced a set of instructional modules to assist local department of social services (LDSS) workers in their engagement with the DMAS client appeals process. The set also includes an optional module covering the provider appeals process. The modules cover all aspects of the DMAS appeals process.

The first module covers the basic functions of the Appeals Division, including the Division's mission and values, as well as the purpose and scope of the appeals process. This module also covers the Appeals Division's online presence, including the new AIMS online portal.

The second module covers the Client Appeals process in great depth. This module discusses the legal basis for client appeals, as well as common appealable issues. It also includes information about the roles and responsibilities of LDSS workers during the appeals process, including *de novo* procedures. The module closes with a detailed discussion of each step of the process in which LDSS participation is required, including mandatory deadlines.

The third module covers the two-level Provider Appeals process. In doing so, it discusses common provider appeal issues, and the legal basis for the process. The module next covers the first-level Informal Fact Finding Conference, and the essential case summary requirements associated with this step. The second half of this module discusses the Formal Appeals process, where DMAS represents the agency or contractor whose decision is under appeal. It concludes with a discussion of court review of DMAS' final agency decisions.

The fourth module discusses the resources that are available to stakeholders as the DMAS Appeals Division strives to provide superior customer service to Medicaid members and agencies alike. It also provides a list of commonly used acronyms that you may encounter during the appeals process.

The final module covers all aspects of the appeal summary requirement for the client appeals process, as well as a more detailed discussion of new *de novo* appeals

processes within the DMAS Appeals Division. LDSS staff will learn about the legal basis for the appeal summary, as well as some common issues that may delay the appeals process. The module closes with a discussion of some key points that local workers should consider when participating in the appeals process.

The modules have been posted in Fusion at <https://fusion.dss.virginia.gov/bp/BP-Home/Medical-Assistance> under Program Highlights. The modules were designed so that staff can take them at their own pace. All staff involved in the eligibility and appeal process will benefit from the modules, which will ultimately lead to ensuring that appeals are efficiently conducted in full accordance with the law.