



U.S. Department of Health & Human Services
Office of Medicare Hearings and Appeals

National Medicare Education Program Meeting Office of Medicare Hearings and Appeals

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<http://www.hhs.gov/omha>
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U.S. Department of Health & Human Services Office of Medicare Hearings and Appeals

- ✚ The Office of Medicare Hearings and Appeals (OMHA) is an agency within the Office of the Secretary of the U.S. Department of Health and Human Services.
- ✚ OMHA is organizationally and functionally separate from the Centers for Medicare & Medicaid Services (CMS).
- ✚ OMHA administers the nationwide ALJ hearings program for Medicare benefit and claim appeals (generally the third of fourth levels of administrative appeal).



Medicare Claims Appeal Process*

Appeal Level	Name	Agency	Department	Required Amount in Controversy
1	Redetermination	CMS (contractor)	U.S. Dept. of HHS	N/A
2	Reconsideration	CMS (contractor)	U.S. Dept. of HHS	N/A
3	ALJ Hearing	OMHA	U.S. Dept. of HHS	\$150†
4	Medicare Appeals Council Review	Departmental Appeals Board	U.S. Dept. of HHS	N/A
5	Judicial Review	N/A—Federal District Court	N/A—Federal District Court	\$1460†

* Appeals Process shown is for Medicare Part A and Part B

† Amounts in controversy are for appeals filed in CY 2015



OMHA Jurisdiction

- ✚ Part A and B Claim Appeals
 - Pre- and post-payment denials
 - Medicare Secondary Payer (MSP) recoveries
- ✚ Part C Medicare Advantage Organization determinations
- ✚ Part D prescription drug coverage determinations
- ✚ Provider service termination and hospital discharges (QIO)
- ✚ Medicare eligibility & entitlement determinations made by SSA
- ✚ Part B and D Income Related Monthly Adjustment Amount (IRMAA) determinations made by SSA



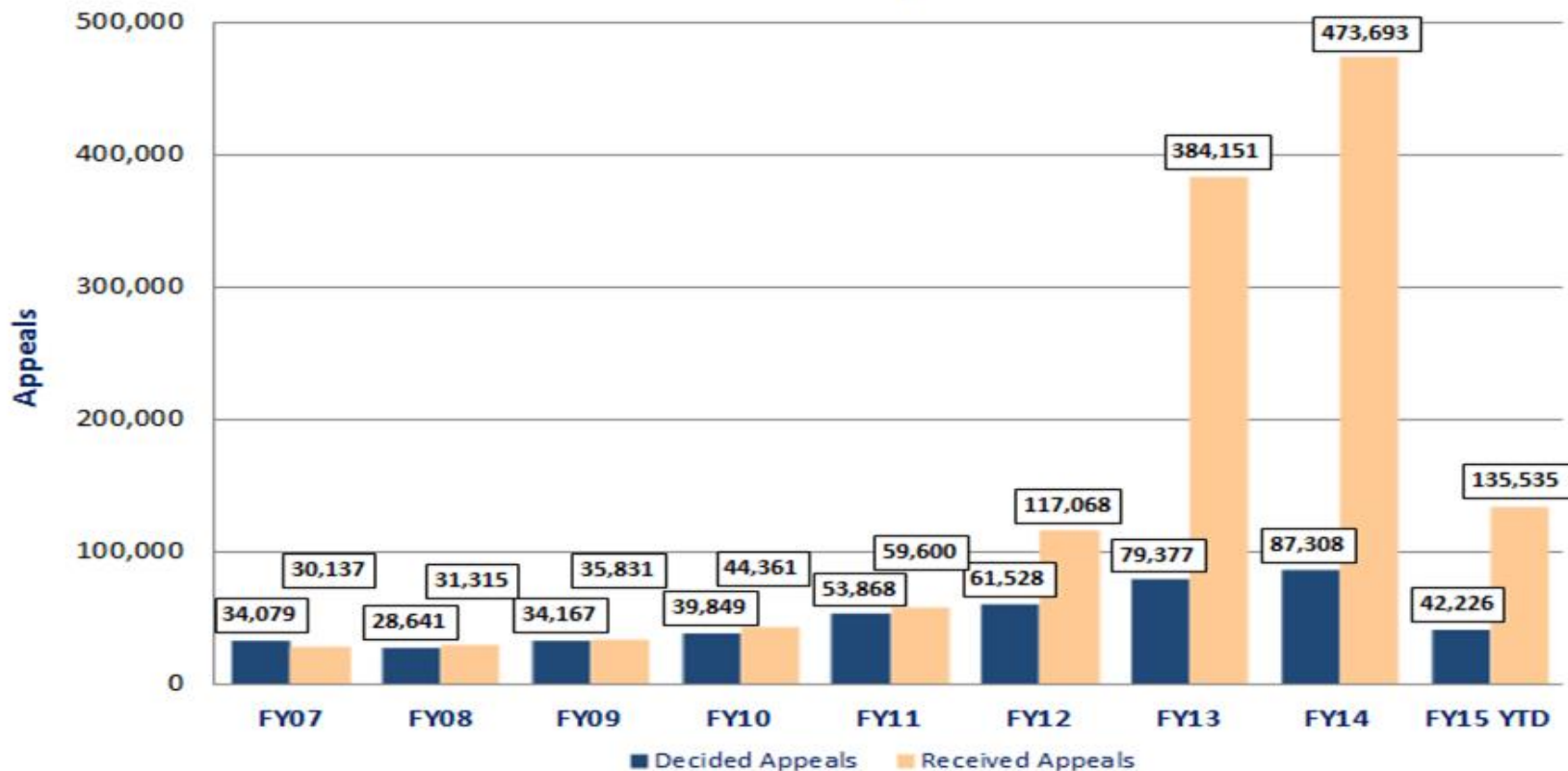
OMHA Workload

- ✎ Appeals receipts have been increasing quickly:
 - FY 2012 = approximately 117,000
 - FY 2013 = approximately 384,000
 - FY 2014 = approximately 474,000.
- ✎ FY 2014 average per ALJ decisions/dismissals = 1504.7 appeals
 - Includes dismissals resulting from settlements
- ✎ Sustainable annual adjudicatory capacity = 1,000 appeals per ALJ
 - With current 77 ALJs, that equals about 77,000 appeals
- ✎ FY 2015 (year to date) average processing time for non-beneficiary appeals = 589 days
- ✎ Beneficiary appeals (<1% of workload) receive priority



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OMHA Workload—Receipts vs. Decisions Issued



Notes:

Includes appeals received in listed fiscal year and excludes reopened appeals.

FY14 and FY15 receipts include changes in methodology to reflect actual numbers, including combined appeals.

Decided appeals represents cases decided in listed fiscal year and excludes remands.

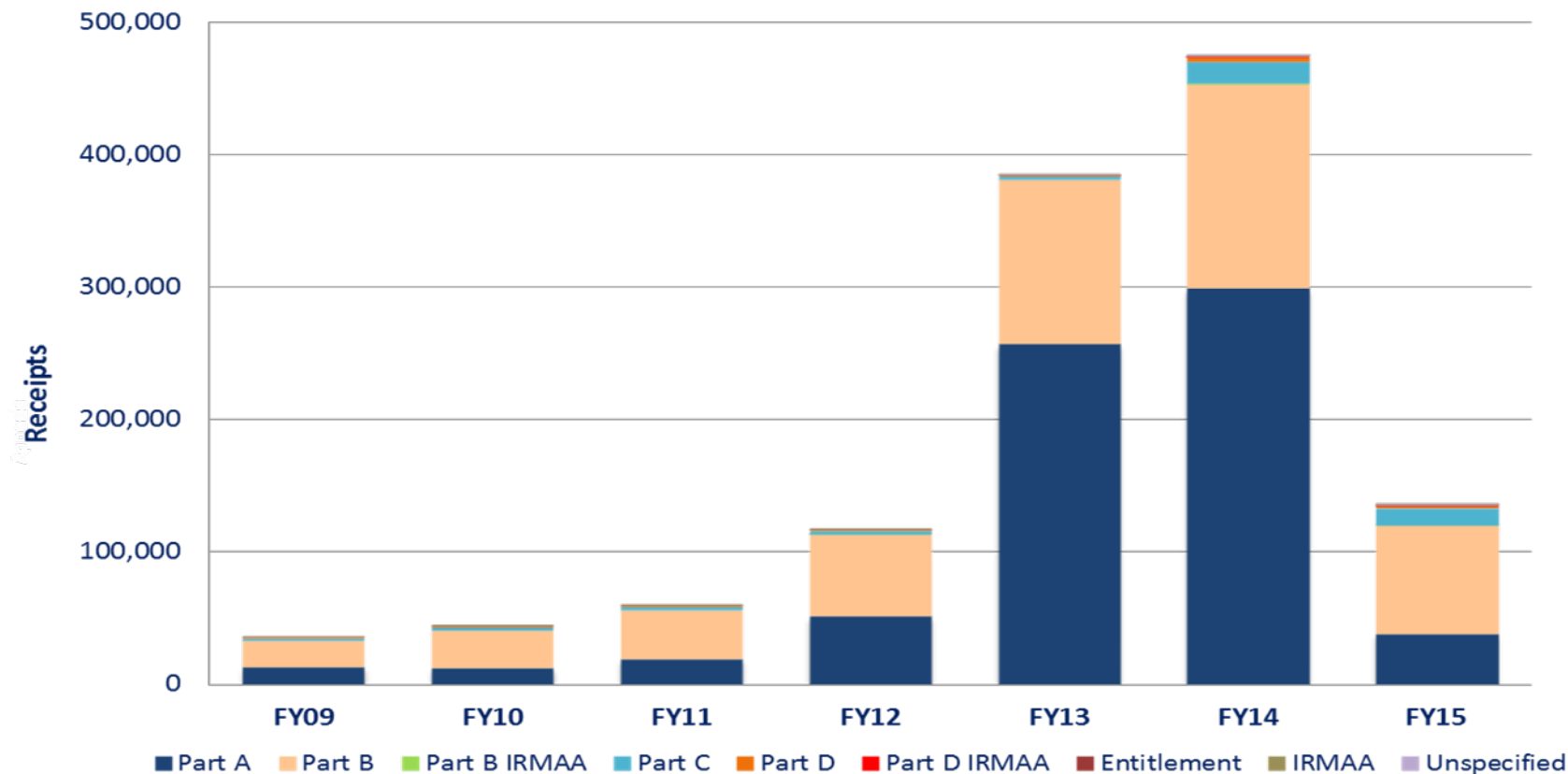
Includes data through 4-30-2015

Run date: 06/03/2015



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OMHA Workload—Receipts by Medicare Type



Notes:

Includes appeals received in listed fiscal year and excludes reopened appeals

FY14 and FY15 receipts include changes in methodology to reflect actual numbers, including combined appeals

Includes data through 4-30-2015

Run date: 06/03/2015



Beneficiary Prioritization

- ✚ Beneficiaries are OMHA's most vulnerable appellants.
 - Often involves emergent prior authorization or continuation of care issues.
 - Escalation may not be available.
- ✚ Prioritization of beneficiary-initiated appeals began July 2013.
 - Average time to decision for beneficiary appeals has improved:
From 244.6* days for FY 2013 filings, to 125.0* days for FY 2014 filings.
 - Beneficiaries should send requests for hearing to:
Attn: Beneficiary Mail Stop
 - Exceptions to prioritization policy:
 - When represented by a party with independent appeal rights
 - When represented by an individual who also represents a party with independent appeal rights

*Excludes Part D expedited appeals



ALJ Appeal Status Information System (AASIS)

- ✎ Online appeal status lookup tool available on OMHA website
 - www.hhs.gov/omha/Appeal_Status_Lookup/index.html
- ✎ Updated weekly (active cases and 180 days after close)
- ✎ Can use QIC reconsideration or ALJ appeal numbers
 - Search up to 10 at a time
 - Answer a simple arithmetic problem (to prevent automated programs)
- ✎ Information returned by system includes:
 - Appeal status
 - ALJ team assigned to hear the appeal, including team contact information
 - Date of any scheduled hearing
 - Date decision letter was mailed



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AASIS

Field marked with an asterisk (*) is required.

Enter Appeal Number(s) *

Enter up to 10 ALJ Appeal Numbers and/or Medicare Appeal Numbers (Reconsideration).

Please enter one per line pressing the enter key.

1-1000638791R1

Please validate the following expression:

Question: What is seven - four ?

3

Submit Inquiry

ALJ Appeal Status Information System Results Page

SEARCH RESULTS

Medicare Appeal Number (Reconsideration)	1-895134209
ALJ Appeal Status	Assigned
ALJ Appeal Number	1-1000638791R1
Request for ALJ Hearing Received Date	05/18/2013
ALJ Hearing Date	
ALJ Decision Mailed Date	
ALJ Hearing Office	Miami
Administrative Law Judge	Lauren Heard
ALJ Team Phone Number/Extension	305-415-7449
New ALJ Appeal Number	
Notes	This appeal has been assigned, and will be reviewed by the Administrative Law Judge indicated above.

HEARING OFFICE(S)

Miami

OMHA Miami Field Office
100 SE 2nd St., Suite 1660
Miami, FL 33131-2100
Phone: 866-622-0382



CMS AdQIC Appeals Status Lookup: <https://www.q2a.com>

- ❖ Enter level-2 or level-3 appeal numbers, one at a time
- ❖ Returns status, but does not provide team contact information
- ❖ Information available for 4 weeks after case is closed

Thursday, May 21, 2015

Q²AdministratorsSM

Home Appeals Appeals Council Referrals Statistics

Quality to the Next Level
Best when viewed in Compatibility Mode for Internet Explorer 9 or higher

Home

Who We Are

About Q²A

Q²Administrators, LLC (Q²A) is the administrative qualified independent contractor (AdQIC), which is tasked by the Centers for Medicare and Medicaid Services (CMS) to provide administrative, training, and case file management support to Qualified Independent Contractors (QICs). QICs are tasked by CMS to make decisions on Medicare claim denials at the second level of the Medicare appeals process.

Appeals Status Lookup

Appeal #: Find

Received:

Deadline:

Decision:

New Appeal #:

Status:



Contacting OMHA

- ✎ Cases assigned to an ALJ
 - Contact the ALJ team in the OMHA Field Office
 - www.hhs.gov/omha/contacts/offices.html
- ✎ Cases not assigned to an ALJ / other issues
 - (855) 556-8475 or Medicare.Appeals@hhs.gov (ALJ-level appeals only)
- ✎ Helping beneficiaries file appeals:
 - Send requests for hearing to:

OMHA Central Operations
Attn: Beneficiary Mail Stop
200 Public Sq., Suite 1260
Cleveland, OH 44114-2316
 - Part D expedited appeals (ONLY): (866) 941-7012

*Excludes Part D expedited appeals



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QUESTIONS?

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