



Office of Hearings Case and Document Management System (“OH CDMS”) Hearing Officer Module External User Manual

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Section 508
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1. Introduction

This user manual provides step-by-step instructions for external users (petitioners, representatives, and respondents) using the Hearing Officer module within the Office of Hearings Case and Documentation System (“OH CDMS”).

1.1 Office of Hearings Case and Document Management System

OH CDMS is a web-based filing portal for parties to enter and maintain their cases and to correspond with the Office of Hearings (“OH”). OH supports four distinct administrative hearing functions:

- The **Provider Reimbursement Review Board (“PRRB”)**: provider appeals of cost report audits and other contractor determinations pursuant to 42 C.F.R. § 405, Subpart R;
- The **Medicare Geographic Classification Review Board (“MGCRB”)**: hospital applications to request geographic redesignation to alternative payment area pursuant to 42 C.F.R. § 412, Subpart L;
- The **Medicare Advantage (“MA”) Risk Adjustment Data Validation (“RADV”) Appeals**: MA organization appeals of reconsideration official’s decision regarding MA organization’s medical record review determination and/or RADV payment error calculation pursuant to 42 C.F.R. § 422.311; and
- The **CMS Hearing Officer**: diverse range of matters brought by healthcare institutions, insurance issuers, state Medicaid agencies, organ procurement organizations, and other entities pursuant to various statutory and regulatory authorities for which OH serves as “Reviewing Official” or “Presiding Officer.”

Access to the various modules is granted as needed, based on each user’s role. Access to specific cases is limited to the parties and their representatives (if any).

1.2 Conventions

- The term “system” is used throughout this document to refer to the Hearing Officer module within OH CDMS.
- Fields, buttons, and links to be acted upon are indicated in **bold** text.
- Specific objects are identified in screen prints with **red** outlines and arrows.
- Screen prints were created in a variety of browsers. Depending on the browser you use, your pages may vary from the examples in this manual.

1.3 Cautions and Warnings

This section provides cautions and warnings applicable to the use of the Hearing Officer module.

1.3.1 Government Authorized Use of Hearing Officer Module

Upon logging into OH CDMS, the Community Rules of Behavior page provides a warning banner displaying privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this government system. Users must consent to these rules of behavior to use the system.

1.3.2 Hearing Officer-Issued Guidance Take Precedence

This user manual is to be used as a guide only. If there are any inconsistencies between this user manual and any Hearing Officer-issued guidance, then the Hearing Officer-issued guidance prevails.

1.3.3 Session Expiration

Users will be automatically logged out of the system for security reasons if there is no activity (such as saving a page, navigating through pages, selecting a link, or performing a search) for more than 30 minutes.

Appeals may be saved in draft status prior to submission. However, there is no auto-save function so users must manually save any updates before navigating away from the browser window.

All other actions must be submitted while in an active browser window and may not be saved in a draft status. Entered information will be lost if the browser session expires or if the user navigates away from the browser window before submission.

1.3.4 Confidential Information

The Health Insurance Portability and Accountability Act (“HIPAA”) Privacy Rule and the Privacy Act of 1974 require a covered entity and its business associates to make reasonable efforts to limit use, disclosure, and requests for protected health information (“PHI”) or personally identifiable information (“PII”) to the minimum necessary to accomplish the intended purpose. As the record in Hearing Officer proceedings may be disclosed to the public, the parties must carefully review their documents to ensure that they do not contain items such as patient names, health insurance numbers, Social Security Numbers, patient and family addresses or other identifying information. Unless unredacted PHI/PII is (1) necessary to support your position, or (2) redaction of PHI/PII is determined to be overwhelmingly burdensome, OH requests that it not be included in filings. If, however, submission of unredacted PHI/PII is absolutely necessary within briefs or exhibits, the submitter must file a notice within OH CDMS that indicates the exact location(s) where unredacted PHI/PII is located.

1.4 Accessibility Standards

The Centers for Medicare & Medicaid Services (“CMS”) is committed to making its electronic and information technologies accessible to people with disabilities. We strive to meet or exceed the requirements of Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794d), as amended in 1998.

If any content or use of any features in the OH CDMS cannot be accessed due to a disability, please contact our 508Feedback@cms.hhs.gov.

For more information on Accessibility and Compliance with Section 508, Refer to the [CMS Accessibility & Nondiscrimination for Individuals with Disabilities Notice](#).

2. Getting Started

This section contains information on setup, user access, and Hearing Officer module navigation.

2.1 Setup Considerations

OH CDMS pages are designed to be viewed at a minimum page resolution of 800 x 600. To optimize OH CDMS access and performance:

- Disable pop-up window blockers in your browser.
- Verify that the latest versions of Java and ActiveX are installed. Refer to the [Java website](#) or [Adobe website](#).
- Ensure JavaScript and cookies are enabled.
- Ensure the operating system meets the minimum system requirements listed in *Table 1: Minimum System Requirements*.

Table 1: Minimum System Requirements

Operating System	Minimum System Requirements
Windows	<ul style="list-style-type: none"> • 1.4GHz Intel Pentium 4 or faster processor (or equivalent) for Microsoft Windows XP, Windows 7 or Windows 8; 2GHz Pentium 4 or faster processor (or equivalent) for Windows Vista • Windows 11, Windows 10 (32-bit/64-bit), Windows 8 (32-bit/64-bit), Windows 7 (32-bit/64-bit), Windows Vista, Windows XP • 512MB of RAM (1GB recommended) for Windows XP, Windows 7 or Windows 8; 1GB of RAM (2GB recommended) for Windows Vista, Windows 10, or Windows 11 • Microsoft Internet Explorer (IE 11 or higher; Mozilla Firefox 15.0 or higher; Google Chrome 17.0 or higher
MAC OS	<ul style="list-style-type: none"> • 1.83GHz Intel Core Duo or faster processor • 512MB of RAM (1GB recommended) • Mac OS X 10.7.4, 10.8 • Mozilla Firefox 15.0 or higher; Google Chrome 17.0 or higher
Linux	<ul style="list-style-type: none"> • Ubuntu 11.04, 12.04; Red Hat Enterprise Linux (RHEL) 6; openSUSE 11.3 • Mozilla Firefox 15.0 or higher

2.2 User Access Considerations

This section describes user access considerations.

2.2.1 User Roles

This manual is intended for users from the following organization types. Your access and page display will vary depending on your user role.

- Petitioner (contract, plan, organization, or provider filing appeal)
- Petitioner Representative, or Representative (external legal or consulting firm that represents petitioner)
- Respondent (government agency defending appealed determination)

Note: The screen prints and capabilities in this manual are primarily applicable to Petitioners and Petitioner Representatives, unless otherwise noted. Differences may exist for the views applicable to Respondents.

2.2.2 Accessing OH CDMS

Six distinct steps are required to access OH CDMS:

1. Access the CMS SEI Portal Sign In page via <https://sei.cms.gov>.
2. Create or confirm a secure CMS Identity Management (“IDM”) account.
3. Request access to Salesforce.
4. Access the Salesforce Application Store.
5. Complete the OH CDMS Community Registration and request access to a specific OH CDMS user role.
6. Launch OH CDMS.

Please refer to the OH CDMS External Registration and User Access Manual, which provides detailed instructions for users to request access.

2.2.3 Accessing the Hearing Officer Module

Upon launching OH CDMS, the OH CDMS landing page is displayed. These screen prints may vary based on your user role and access to the various modules. To provide an improved visual depiction in this manual, the landing page is split into two figures.

Figure 1: OH CDMS Landing Page (1 of 2) presents the first portion of the landing page, with a depiction of the five distinct OH CDMS functions. This page may display one to five tiles, depending on the user role. Before selecting the **Hearing Officer** tile to navigate to the Hearing Officer module, review **The Information System** and **Consent to Monitoring** sections at the bottom of the landing page, depicted in *Figure 2: OH CDMS Landing Page (2 of 2)*.

Note: If you have access to the Administration tile, please refer to *Section 4 - OH CDMS Administration*.

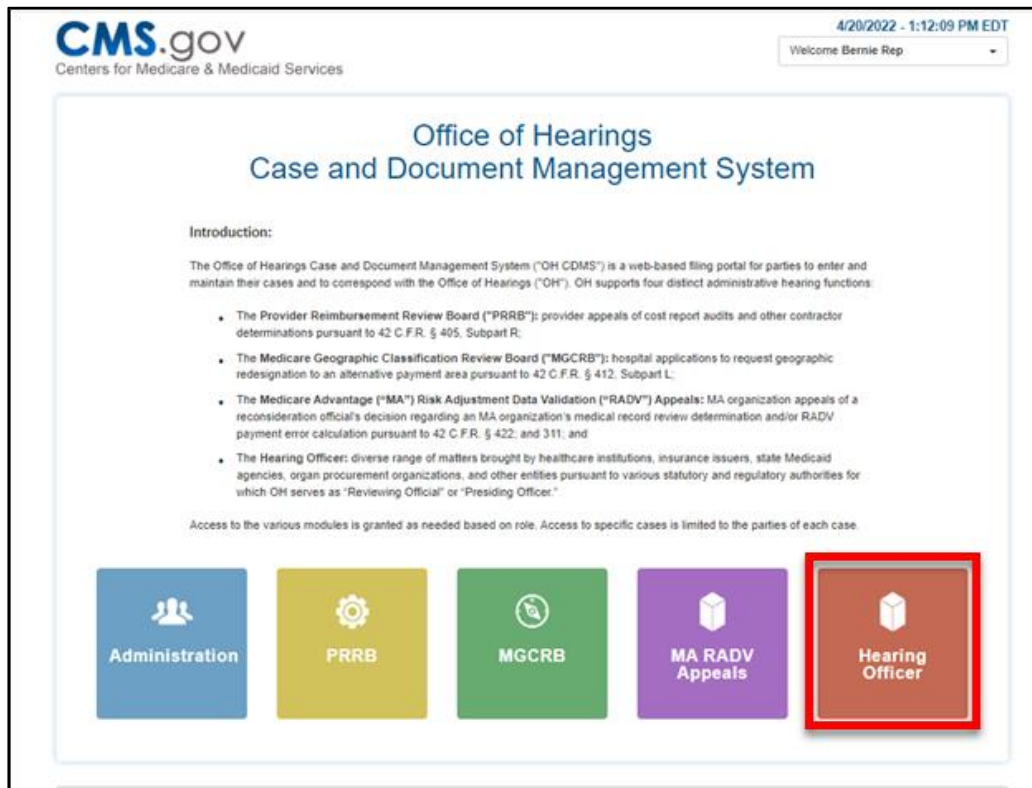


Figure 1: OH CDMS Landing Page (1 of 2)

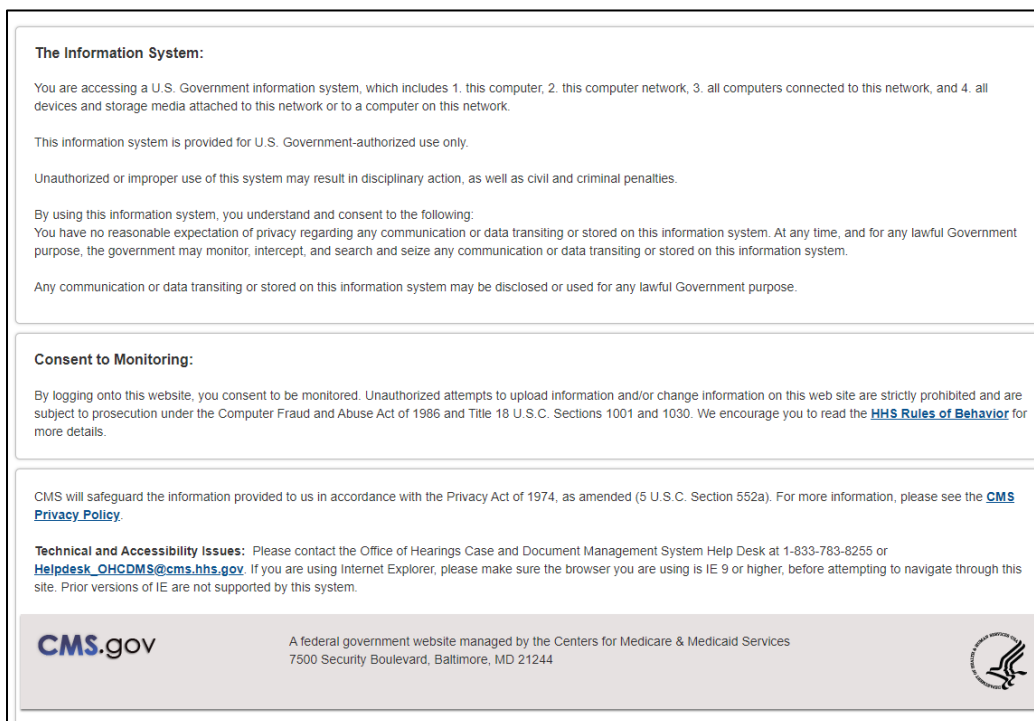


Figure 2: OH CDMS Landing Page (2 of 2)

2.3 Hearing Officer Module Organization and Navigation

The following subsections describe various organization and navigation components of the Hearing Officer module. The availability of these components may vary across pages but the functionality across all pages is the same.

2.3.1 General Navigation

The pages in the Hearing Officer module include various tools to navigate the site. Refer to the listed items below and where they correspond in *Figure 3: Hearing Officer Appeal Page with Navigation Options*.

- A. Navigation Bar with General Information, Appeal Information, and Review & Submit tabs.** Users may select a tab to navigate directly to the page with the referenced information.
- B. Welcome Bar with drop-down menu including Home, Help, and Logout navigation buttons.**
- C. Action Buttons (Save, Save & Continue, and Cancel)**



The screenshot shows the CMS.gov interface for a hearing officer appeal. At the top left is the CMS.gov logo and the text 'Centers for Medicare & Medicaid Services'. At the top right, the user is identified as 'Julianne Nuetzel - Petitioner'. A navigation bar (A) contains three tabs: 'General Information', 'Appeal Information', and 'Review and Submit'. A welcome bar (B) on the right contains a dropdown menu with 'Home', 'Help', and 'Logout' options. The main content area is titled 'General Information' and 'Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")'. Below this is a 'Contract Denial' section with several input fields: 'Contract/Plan/Provider Number', 'Year Under Appeal', 'Petitioner Organization', 'Petitioner Contact', 'Representative Organization (Optional)', and 'Representative Contact (Optional)'. A note states: 'Note: The Representative Organization may be added to the appeal at any time prior to hearing.' At the bottom, there are three action buttons: 'Save', 'Save & Continue', and 'Cancel' (C).

Figure 3: Hearing Officer Appeal Page with Navigation Options

Table 2: Standard Action/Navigation Buttons presents functions of standard action and navigation buttons in the Hearing Officer module.

Table 2: Standard Action/Navigation Buttons

Button	Function
Cancel	Removes all input information since last save
Certify & Submit	Saves current state of fields within appeal and electronically sends appeal to Hearing Officer for review; displayed only on Certify and Submit page
Help	Provides help on the current page
Home	Navigates to Hearing Officer module home page
Logout	Logs current user out of OH CDMS
Previous	Saves current state of fields within appeal navigates to prior page of appeal; displayed on appeal pages after General Information page
Proceed	Navigates to separate page to review or enter specific information or to confirm action
Save	Saves current state of fields within appeal and refreshes current page
Save & Continue	Saves current state of fields within appeal and navigates to next page

2.3.2 User Interface

The following subsections describe the various components of the Hearing Officer module user interface (“UI”).

2.3.2.1 Required Fields

All fields are required unless specifically identified as optional.

2.3.2.2 Hover Messages

Hover over buttons and hyperlinks to view a brief message describing the navigation or action that will occur.

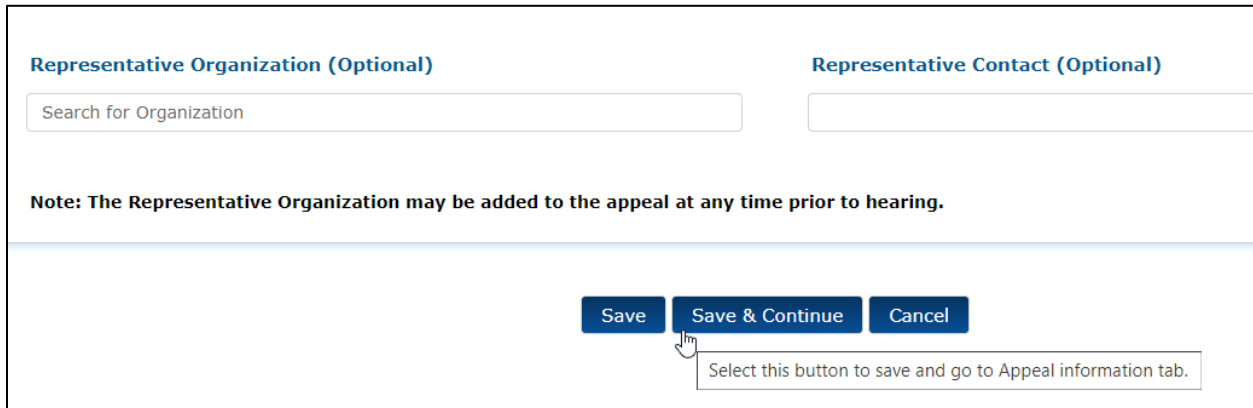


Figure 4: Sample Hover Message

2.3.2.3 Predictive Text Fields

Throughout the Hearing Officer module, there are a number of predictive text fields. When at least three characters are entered into the field, the system will display a list of possible entries that match the entered text. Continue entering characters to narrow the list. You must select the appropriate entry from the list to ensure the final data is captured.

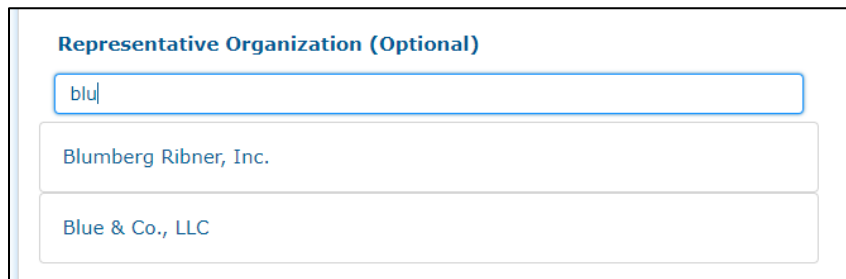


Figure 5: Predictive Text Field

2.3.2.4 Confirmations

Throughout the Hearing Officer module, an instant pop-up window is displayed to confirm each submission. Select the **Close** button to return to your page.

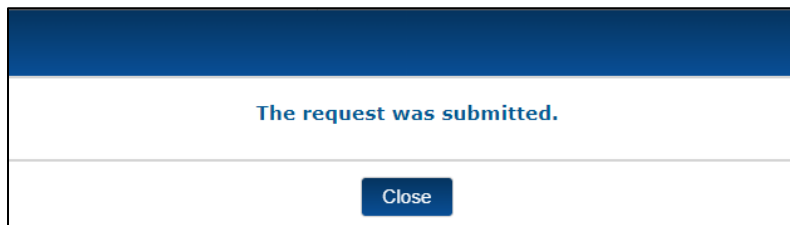


Figure 6: Submission Confirmation Message

Following a party's submission, both parties receive an email with a detailed Confirmation of Filing/Submission ("CFS") document attached. The Hearing Officer module stores the document on the **Case History** page for reference.

2.4 Upload and Submit Supporting Documents

Throughout the Hearing Officer module, users are required to upload supporting documents. Although the window titles differ based on the context, the upload and submission process as noted in the following sections is the same regardless of the page or document type.

2.4.1 File Upload

Follow these steps to upload documents in the Hearing Officer module:

1. Select a document type from the **Document Type** drop-down menu.



Appeal Information

Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")

Contract Denial

Upload Documents

Document Type

- Select Document Type
- Select Document Type
- Brief
- Cover Letter
- Determination Decision
- Exhibit
- List of Exhibits

Or drop files

ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
No documents to display			

Figure 7: Select Document Type Field

2. With a document type selected, select the **Upload Files** button, which is accompanied by a blank table to identify the action, document type, document number, and document name.

Appeal Information

Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")

Contract Denial

Upload Documents

Document Type

Brief

↑ Upload Files Or drop files

ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
No documents to display			

Figure 8: Upload Button

Your file directory is displayed.

Note: The appearance of the file directory may vary depending on your operating system and browser.

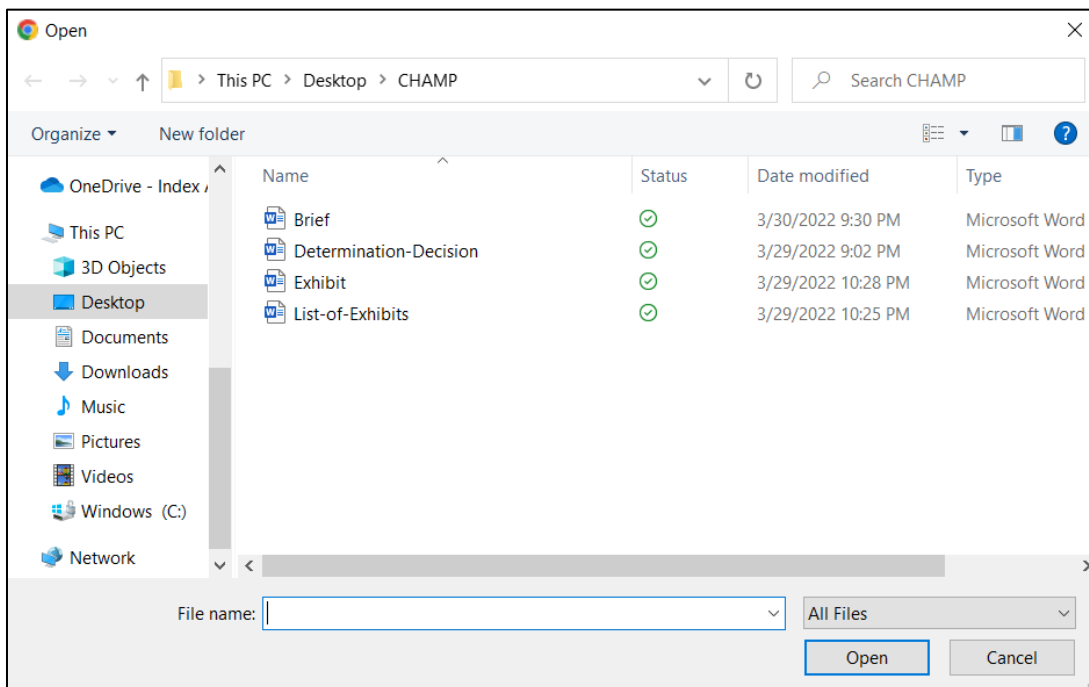


Figure 9: File Directory

3. Select the desired file.
4. Select the **Open** button.

An **Upload Files** window is displayed confirming successful upload of the file.

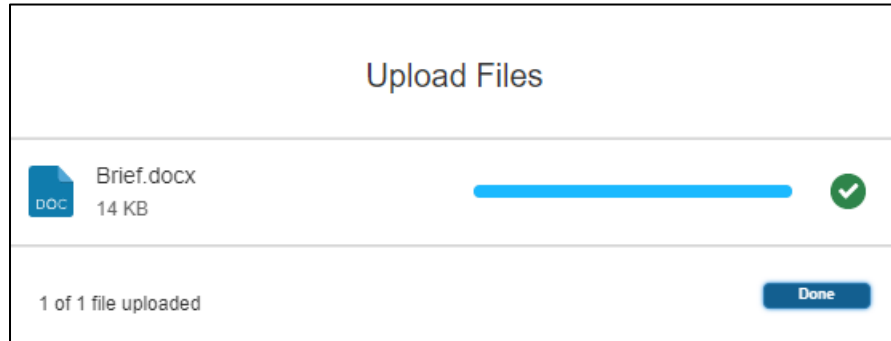


Figure 10: Upload Files Window

5. Select the **Done** button to close the pop-up window.

Note: If you upload an **Exhibit**, you must upload a **List of Exhibits** as well, and vice versa; otherwise, you will receive an error message.

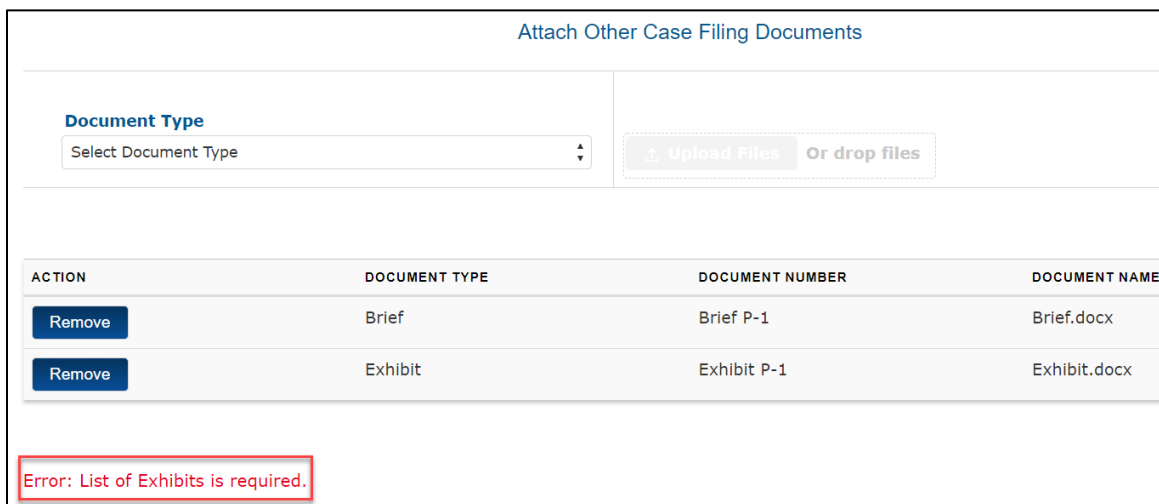


Figure 11: Upload Documents - Additional Required Documents Error

6. Repeat steps 1-6 for each required (or optional) document.

The uploaded documents are displayed in a table with the associated document type, document number, and document name.

General Information Appeal Information Review and Submit

Appeal Information

Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")

Contract Denial

Upload Documents

Document Type

Select Document Type ⌵

Upload Files Or drop files

ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
Remove	Brief	Brief P-1	Brief.docx

Figure 12: Uploaded Document Summary Table

2.4.2 Sequencing and Removing File Uploads before Submission

This section provides explanations and instructions for sequencing and removing file uploads before a submission.

2.4.2.1 Sequencing File Uploads

In some instances, you may need to upload multiple files of the same document type. In this scenario, the sequencing of files is important. The Hearing Officer module assigns additional document uploads of the same type a document number as you upload them. For example, when uploading two exhibits, the Hearing Officer module assigns the first document a document number of **Exhibit P-1** (petitioner) or **Exhibit C-1** (respondent) and assigns the second document a document number of **Exhibit P-2** (petitioner) or **Exhibit C-2** (respondent) (and so forth and so on for any additional documents of the same document type).

Note: If you remove the first exhibit uploaded (**Exhibit P-1** or **Exhibit C-1**), the system reassigns the second uploaded document (previously **Exhibit P-2** or **Exhibit C-2**) as **Exhibit P-1** (or **Exhibit C-1**).

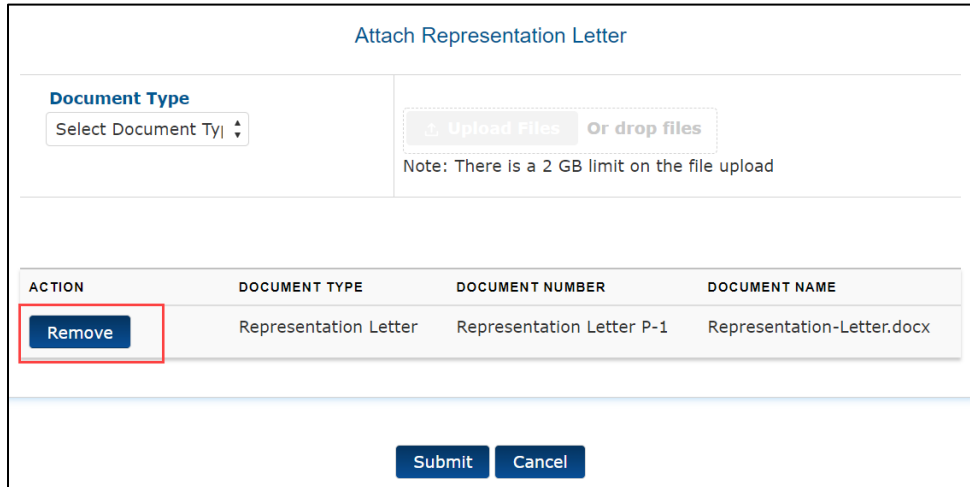
ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
Remove	Brief	Brief P-1	Brief.docx
Remove	Exhibit	Exhibit P-1	Exhibit.docx
Remove	List of Exhibits	List of Exhibits P-1	List-of-Exhibits.docx
Remove	Exhibit	Exhibit P-2	Exhibit.docx

Figure 13: Additional Uploads of the Same Document Type

2.4.2.2 Removing File Uploads

Use the **Remove** button to remove an uploaded document.

Note: As noted in the previous section, if you remove the first exhibit uploaded (**Exhibit P-1** or **Exhibit C-1**), the Hearing Officer module reassigns the document number of the second uploaded document (previously **Exhibit P-2** or **Exhibit C-2**) as **Exhibit P-1** (or **Exhibit C-1**).



The screenshot shows a web form titled "Attach Representation Letter". At the top left, there is a "Document Type" dropdown menu with the text "Select Document Ty|". To the right is an "Upload Files" button with a plus icon and the text "Or drop files". Below the upload area is a note: "Note: There is a 2 GB limit on the file upload". Below the note is a table with the following structure:

ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
Remove	Representation Letter	Representation Letter P-1	Representation-Letter.docx

At the bottom of the form are "Submit" and "Cancel" buttons. The "Remove" button in the table is highlighted with a red box.

Figure 14: File Upload - Remove Button

2.4.3 Submitting Document(s)

Follow these final steps to submit your document(s):

1. Review the document summary table to ensure uploaded document(s) appear and are in the correct order.
2. Select **Submit** at the bottom of the page to submit the uploaded document(s) with the appeal.

Other Case Filings and Submissions

Type of Filing Description ⊕

Update to Exhibit

Error: Type of Filing Description is required.

Attach Other Case Filing Documents

Document Type

Select Document Type ▾

Upload Files Or drop files

ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
Remove	Brief	Brief P-1	Brief.docx
Remove	Exhibit	Exhibit P-1	Exhibit.docx
Remove	List of Exhibits	List of Exhibits P-1	List-of-Exhibits.docx
Remove	Exhibit	Exhibit P-2	Exhibit.docx

[Submit](#)
[Cancel](#)

Figure 15: Submit Button

A pop-up window is displayed, indicating the request was successfully submitted.

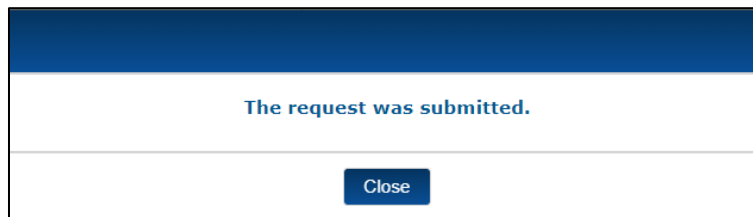


Figure 16: Request Submitted Pop-Up Window

3. Select the **Close** button in the pop-up window.

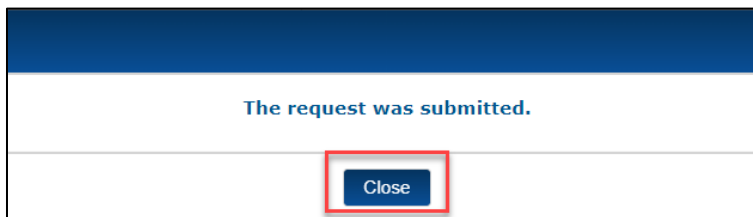


Figure 17: Request Submitted Pop-Up Window - Close Button

2.4.4 File Upload Limitations

This section describes limitations associated with file size and the removal of submitted files.

2.4.4.1 File Size

There is a message on each upload window identifying the file size limitation for uploaded documents. Users cannot upload files over the specified size. The Hearing Officer module does allow, however, for multiple uploads of the same document type for certain items deemed likely to exceed the document size limit. In such cases the Hearing Officer module appends the document type label with a number in the document summary table.

2.4.4.2 Removal of Files

Documents cannot be removed once they been submitted.

2.4.5 View Documents

Users are able to view previously submitted documents throughout the Hearing Officer module within the Case History tab.

1. Select the **View Documents** button.



Case History			
DATE	PARTY ORGANIZATION	ACTION	DOCUMENTS
3/30/2022	OHI Petitioner Organization	Other Correspondence - Update to Exhibit	View Documents
3/30/2022	OHI Petitioner Organization	Appeal Submitted (H-21-00080)	View Documents

Figure 18: View Documents Button

A **View Uploads** pop-up window is displayed showing the document type and document name of available documents.



View Uploads	
DOCUMENT TYPE	DOCUMENT NAME
Determination Decision	Determination-Decision.docx
Exhibit	Exhibit.docx
List of Exhibits	List-of-Exhibits.docx
Case at Submission	H-21-00080.pdf

[Close](#)

Figure 19: View Uploads Pop-Up Window

2. Select the **Document Name** hyperlink to review the attached document in a separate **View Documents** window.

3. Using the System

This section provides detailed instructions on how to use the various functions and features of the Hearing Officer module.

3.1 Hearing Officer Home Page

Upon selecting the Hearing Officer tile from the OH CDMS landing page, the Hearing Officer home page is displayed. The home page includes the following features:

- **Select Case Type** drop-down menu
- **Select Case Subtype** drop-down menu
- **Create New Appeal** button
- **Download** button
- **Search for Cases** field
- **All Cases** table



Office of Hearings
Case and Document Management System
Hearing Officer

Select Case Type

Select One Download

Select Case Subtype

Create New Appeal

Search for Cases

Enter Docket Number Submit Search

All Cases

Docket Number ↓	Organization Name ↓	Case Status ↓	Year Under Appeal ↓	Contract/Plan/Provider Number ↓	Date Submitted ↓	Delete
H-22-00011	Bernies Petitioner Organization	Open	04/08/2022	F-0001	4/8/2022	
H-22-00017	Bernies Petitioner Organization	Open	04/11/2022	F-0001	4/11/2022	
H-21-00029	Bernies Petitioner Organization	Submitted	2021	Nadine case #1	4/14/2022	
H-21-00030	Bernies Petitioner Organization	Submitted	04/01/2021	Nadine case #2	4/14/2022	

Figure 20: Hearing Officer Home Page

Note: The system does not allow representatives to initiate new appeals, and that functionality is absent on the petitioner representative UI for this page. A representative can, however,

complete and submit an appeal request once a petitioner organization has added the representative to its initiated appeal. Refer to *Section 3.2.3.4 - Email Confirmation*.

3.1.1 Select Case Type and Case Subtype Drop-Down Menus

Prior to selecting the **Create New Appeal** button, you must select a case type from the **Select Case Type** drop-down menu to identify the type of final determination being appealed.

The Hearing Officer module may also require you to select a case subtype in the **Select Case Subtype** drop-down menu based on the case type chosen. Some case types do not require subtypes.

Refer to *Table 3: Case Types and Associated Case Subtypes* for a listing of case types and associated case subtypes the user may choose from when creating a new appeal.

3.1.2 Create New Appeal Button

After selecting a case type (and subtype in some cases), the **Create New Appeal** button is used to initiate an appeal request. Refer to *Section 3.2 - Create a New Appeal* for detailed instructions to create new appeals.

3.1.3 Download Button

The **Download** button may be used to obtain an Excel spreadsheet that lists all Hearing Officer cases for which your organization has access.

Follow these steps to download the case listing:

1. Select the **Download** button.



Figure 21: Hearing Officer Home Page - Download Button

A Google Chrome download pop-up is displayed in the bottom left-hand portion of the page.

Note: This downloaded file may display differently depending upon the browser used.



Figure 22: Hearing Officer Cases Download Pop-Up (Google Chrome)

2. Select the file to download and open the Excel spreadsheet. You may sort the columns, modify the data, or save the spreadsheet to your local device.

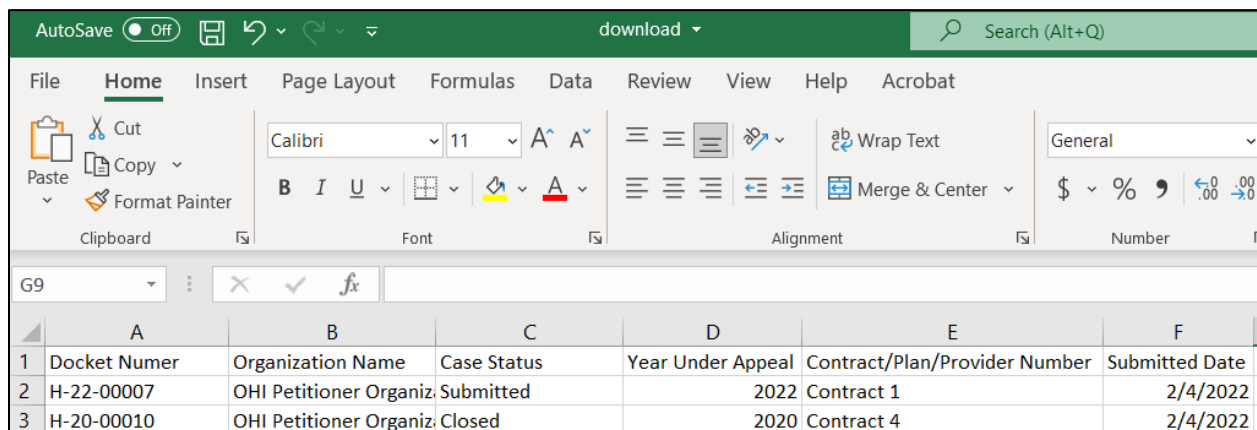


Figure 23: Sample Downloaded Case Listing

3.1.4 Search for Cases Field

Follow these steps to search for cases in the Hearing Officer module:

1. Enter the case docket number in the **Search for Cases** field.



Figure 24: Search for Cases - Enter Docket Number

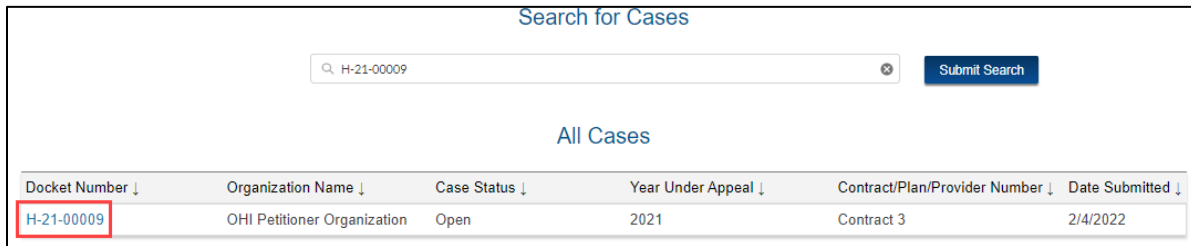
2. Select the **Submit Search** button to proceed.



Figure 25: Search for Cases - Submit Search Button

Note: Case numbers must be complete entries including proper prefix (**H**) and all leading zeros. If the case number entry is valid and you are authorized to view the case, the Hearing Officer module displays the case data in a table under **All Cases** at the bottom of the page.

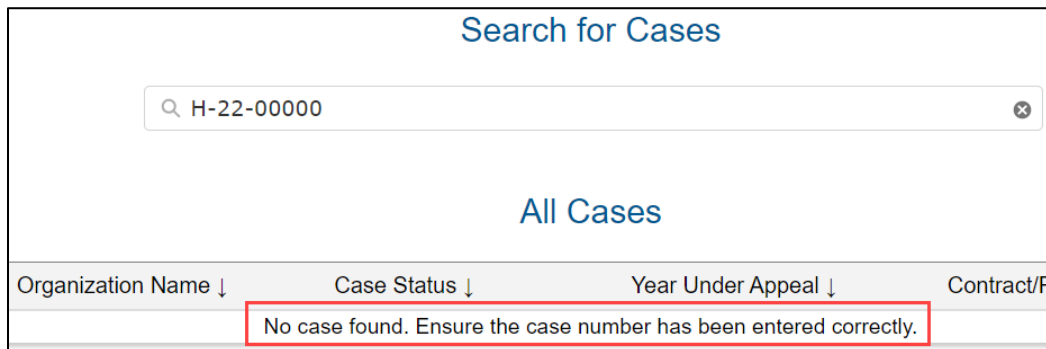
3. Select the **Docket Number** hyperlink to navigate to the selected case.



Docket Number ↓	Organization Name ↓	Case Status ↓	Year Under Appeal ↓	Contract/Plan/Provider Number ↓	Date Submitted ↓
H-21-00009	OHI Petitioner Organization	Open	2021	Contract 3	2/4/2022

Figure 26: Search for Cases - Search Results

Note: If an invalid docket number is entered, you receive an error message.



Organization Name ↓	Case Status ↓	Year Under Appeal ↓	Contract/PI
No case found. Ensure the case number has been entered correctly.			

Figure 27: Search for Cases - Error Message

After you select the valid **Docket Number** hyperlink that appears in the search results under **All Cases**, the selected case is displayed.

Case Contacts
Appeal Information
Case Actions
Case History

Case Name: OHI Petitioner Organization FFY 2022

Appeal Type: Affordable Care Act Qualified Health Plan Financial Appeals

Docket Number: H-22-00007

Contract/Plan/Provider Number: Contract 1

Case Contacts

Petitioner Organization Information

Julianne Nuetzel - Petitioner
 Petitioner Org Company address
 Line 1
 Baltimore, MD 21112
 111-111-1111
 officeofhearings_ohcdms@cms.hhs.gov

Representative Organization Information

Julianne Nuetzel - Rep
 OHI Rep's Company Address
 Line 1
 Baltimore, MD 21224
 123-456-7890
 rep1org@yopmail.com

Respondent Organization Information

Not Available

Figure 28: All Cases - Selected Case

3.1.5 All Cases Table

The **All Cases** table at the bottom of the Hearing Officer home page displays a list of all cases for which your organization has access. This table also shows search results when you manually enter a docket number in the **Search for Cases** field. Refer to *Section 3.1.4 - Search for Cases Field*.

Note: You may also download this information as an Excel file. Refer to *Section 3.1.3 - Download Button*.

Note: Select the arrow next to each column heading to sort results.

All Cases					
Docket Number ↓	Organization Name ↓	Case Status ↓	Year Under Appeal ↓	Contract/Plan/Provider Number ↓	Date Submitted ↓
H-22-00039	OHI Petitioner Organization	Submitted	2022	3434434	3/7/2022
H-22-00032	OHI Petitioner Organization	Submitted	2022	dsfsdfdsf	3/2/2022
H-22-00031	OHI Petitioner Organization	Submitted	01/01/2022	232323	3/2/2022
H-22-00007	OHI Petitioner Organization	Submitted	2022	Contract 1	2/4/2022
H-21-00075	OHI Petitioner Organization	Submitted	12/12/2021	Plan 67	3/24/2022
H-21-00074	OHI Petitioner Organization	Submitted	2021	Provider 45-1234	3/24/2022
H-21-00057	OHI Petitioner Organization	Submitted	2021	Contract 4	3/15/2022
H-21-00043	OHI Petitioner Organization	Submitted	2021	CONTRACT 2	3/8/2022

Figure 29: All Cases Table View

3.1.5.1 Delete Draft Cases

The Hearing Officer module provides you with the ability to delete cases that appear as **Draft** under **Case Status**. Select the **Delete** button to delete the draft case.

All Cases						
Docket Number ↑	Organization Name ↑	Case Status ↑	Year Under Appeal ↑	Contract/Plan/Provider Number ↑	Date Submitted ↑	Delete
H-20-00010	OHI Petitioner Organization	Closed	2020	Contract 4	2/4/2022	
HRG-00048	OHI Petitioner Organization	Draft	01/22/2020	Test the submit		Delete

Figure 30: Draft Case Status - Delete Button

Note: Once a case is submitted to the Hearing Officer for review, it may no longer be deleted.

3.2 Create a New Appeal

Follow these steps to create a new appeal while on the Hearing Officer home page:

1. Select a case type from the **Select Case Type** drop-down menu.

Select Case Type

Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")
▼

Download

Select Case Sub Type

--- None ---
▼

Create New Appeal

Figure 31: Select Case Type Drop-Down Selection

2. Select a case subtype from the **Select Case Subtype** drop-down menu.

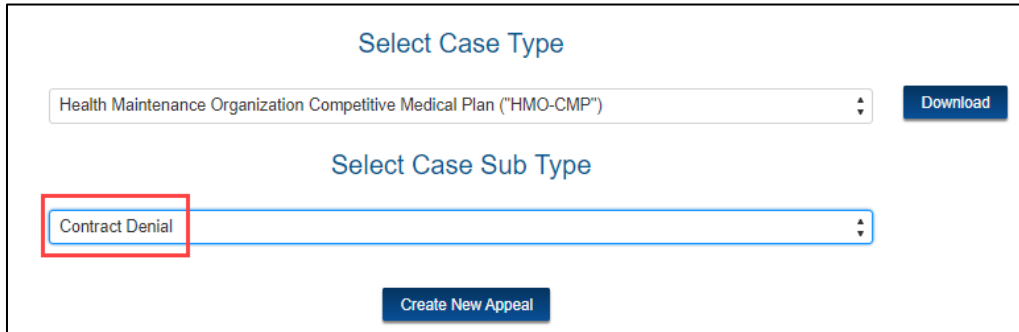


Figure 32: Select Case Subtype Drop-Down Selection

Note: Not all case types require a case subtype. If you select a case type that does not require a case subtype, the **Select Case Subtype** drop-down menu appears as a grayed-out field labeled **None**.

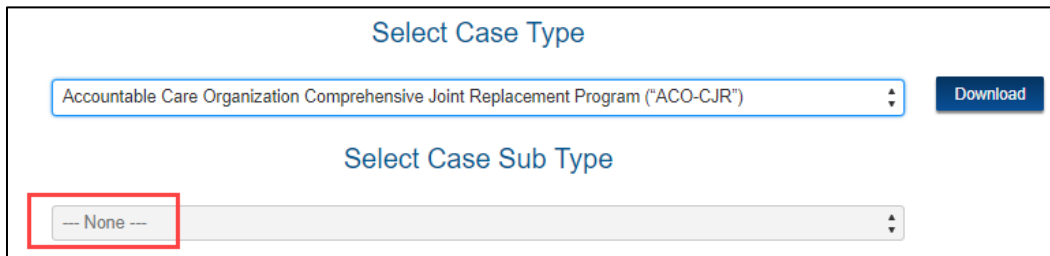


Figure 33: Select Case Subtype Selection - None

Note: Refer to *Table 3: Case Types and Associated Case Subtypes* for a listing of case types and associated case subtypes the user may choose from when creating a new appeal. Notice that some case types do not have any associated case subtypes.

Table 3: Case Types and Associated Case Subtypes

Case Type	Associated Case Subtype(s)
Accountable Care Organization Comprehensive Joint Replacement Program (“ACO-CJR Program”)	None
Affordable Care Act Qualified Health Plan (“ACA-QHP”)	None
Cost Plan Reimbursement (e.g., Cost Health Maintenance Organization (“HMO”))	None
Group Health Plan Non-Conformance	None

Case Type	Associated Case Subtype(s)
HMO Competitive Medical Plan (“HMO-CMP”)	<ul style="list-style-type: none"> • Contract Denial • Contract Non-Renewal • Contract Termination • Intermediate Sanctions
Medicaid State Plan	<ul style="list-style-type: none"> • Compliance Determination • State Plan Amendment Disapproval
Medicare Administrative Contractor Termination	None
Medicare Advantage Prescription Drug Plan (“MA/PD”)	<ul style="list-style-type: none"> • Contract Denial (Initial Application) • Contract Denial (Service Area Expansion) • Contract Non-Renewal • Contract Termination • Intermediate Sanctions
Medicare Part D Reconciliation Payment	None
Medicare Provider Cost Report (< \$10K)	None
Organ Procurement Organization (“OPO”)	<ul style="list-style-type: none"> • Cost Report Reimbursement • Decertification
Programs of All-Inclusive Care for the Elderly (“PACE”)	<ul style="list-style-type: none"> • Contract Termination • Sanctions
Retiree Drug Subsidy Program (“RDS”)	None
Additional Authorities	None

3. After selecting a case type (and case subtype, if applicable), select the **Create New Appeal** button. Refer to the example in *Figure 34: Create New Appeal Button* that uses **Health Maintenance Organization Competitive Medical Plan (“HMO-CMP”)** as the case type, and **Contract Denial** as the case subtype.



Select Case Type

Health Maintenance Organization Competitive Medical Plan ("HMO-CMP") Download

Select Case Sub Type

Contract Denial

Create New Appeal

Figure 34: Create New Appeal Button

Refer to the following subsections for information about the pages you must complete next to create the new appeal.

3.2.1 General Information Page

After selecting the **Create New Appeal** button, the **General Information** page for the new appeal is displayed.

Note: In *Figure 35: New Appeal - General Information Tab*, the user selected *Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")* as the case type, and *Contract Denial* as the case subtype. Both appear at the top of the page under **General Information** heading. If, however, the user selects a case type that does not include a case subtype, this area only displays the case type under the **General Information** heading. This full heading is the same across the **General Information**, **Appeal Information**, and **Review and Submit** pages when creating the new appeal. In addition, the user may shift between all these pages by selecting the tabs in the top left corner of the page.

On the **General Information** page, you must enter information in the following fields:

- Contract/Plan/Provider Number
- Year Under Appeal
- Petitioner Organization
- Petitioner Contact

You may also enter information in the following optional fields:

- Representative Organization
- Representative Contact

Note: The **Petitioner Organization** field is already populated with the petitioner organization applicable to the user initiating the appeal and cannot be changed. You may add the **Representative Organization** to the appeal at any time prior to the hearing.

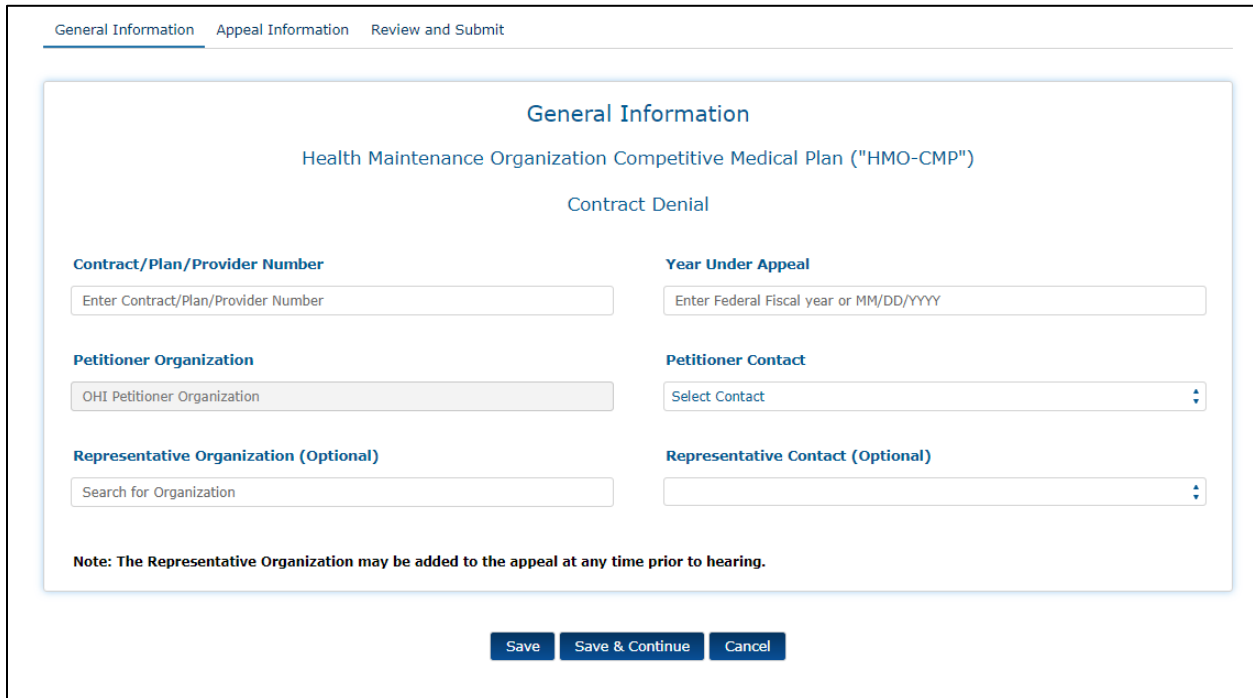


Figure 35: New Appeal - General Information Tab

3.2.1.1 Contract/Plan/Provider Number Field (Required)

Enter the contract, plan, or provider number in the **Contract/Plan/Provider Number** field. This is a required, free form text field that allows you to enter text in any order or of any length.

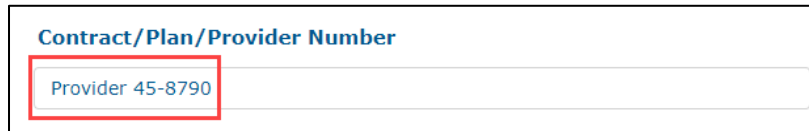


Figure 36: Contract/Plan/Provider Number Field

Note: You will receive an error message if you attempt to save without entering information in this field.

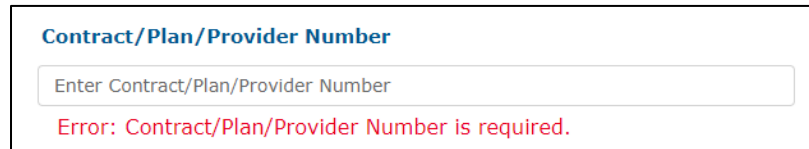
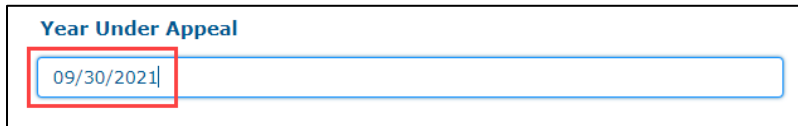


Figure 37: Contract/Plan/Provider Number Field Required Error Message

3.2.1.2 Year Under Appeal Field (Required)

Enter the federal fiscal year or MM/DD/YYYY in the required **Year Under Appeal** field.

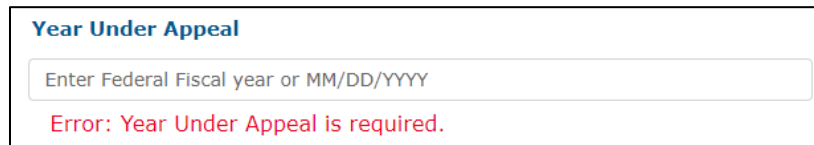


Year Under Appeal

09/30/2021

Figure 38: Year Under Appeal Field

Note: You will receive an error message if you attempt to save without entering a date.



Year Under Appeal

Enter Federal Fiscal year or MM/DD/YYYY

Error: Year Under Appeal is required.

Figure 39: Year Under Appeal Field Required Error Message

3.2.1.3 Petitioner Organization Field (Pre-Populated)

This field is already populated with the petitioner organization applicable to the user initiating the appeal and users cannot manipulate or change the information.



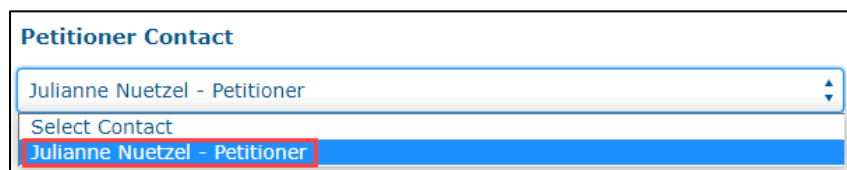
Petitioner Organization

OHI Petitioner Organization

Figure 40: Petitioner Organization Field

3.2.1.4 Petitioner Contact (Required)

Select the **Petitioner Contact** drop-down field to display a complete list of petitioner contacts associated with the petitioner organization. Select the specific petitioner contact from the list who will be responsible for the appeal. This may or may not be the same as the user entering the appeal. This is a required field. In the example below, there is only one petitioner contact to choose from.



Petitioner Contact

Julianne Nuetzel - Petitioner

Select Contact

Julianne Nuetzel - Petitioner

Figure 41: Petitioner Contact Field

Note: Only contacts who are registered users within OH CDMS will be available for selection.

Note: You will receive an error message if you attempt to save without entering information in this field.



Petitioner Contact

Select Contact

Error: Contact is required.

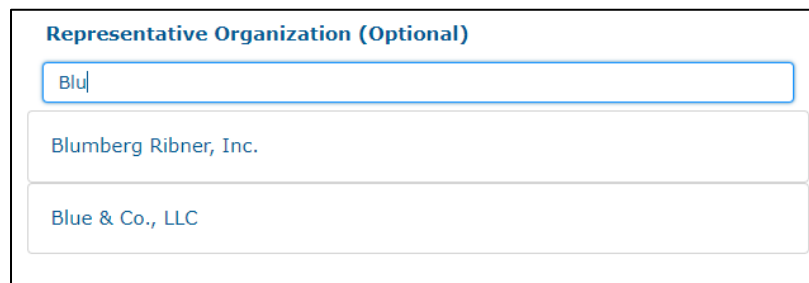
Figure 42: Petitioner Contact Field Error Message

3.2.1.5 Representative Organization Field (Optional)

When creating a new appeal, you may add a representative. This is a predictive text field. When at least three characters are entered into the field, the system will display a list of possible entries that match the entered text. Continue entering characters to narrow the list. You must select the appropriate entry from the list to ensure the final data is captured.

Note: The representative must be a registered user within OH CDMS before the representative organization will appear in the list.

Note: A representative may be added to the appeal at any time prior to the hearing.



Representative Organization (Optional)

Blu|

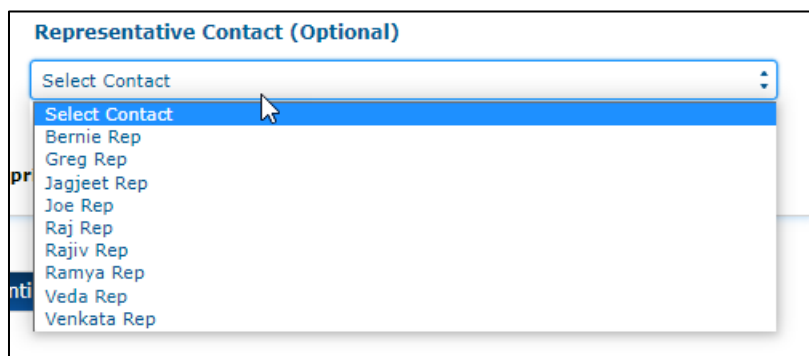
Blumberg Ribner, Inc.

Blue & Co., LLC

Figure 43: Representative Organization (Optional) Field

3.2.1.6 Representative Contact Field (Optional)

Select the **Representative Contact (Optional)** drop-down field to display a complete list of representative contacts associated with the chosen representative organization. Select the appropriate representative contact from the list.



Representative Contact (Optional)

Select Contact

Select Contact

Bernie Rep

Greg Rep

Jagjeet Rep

Joe Rep

Raj Rep

Rajiv Rep

Ramya Rep

Veda Rep

Venkata Rep

Figure 44: Sample Representative Contact (Optional) Pick-List Field

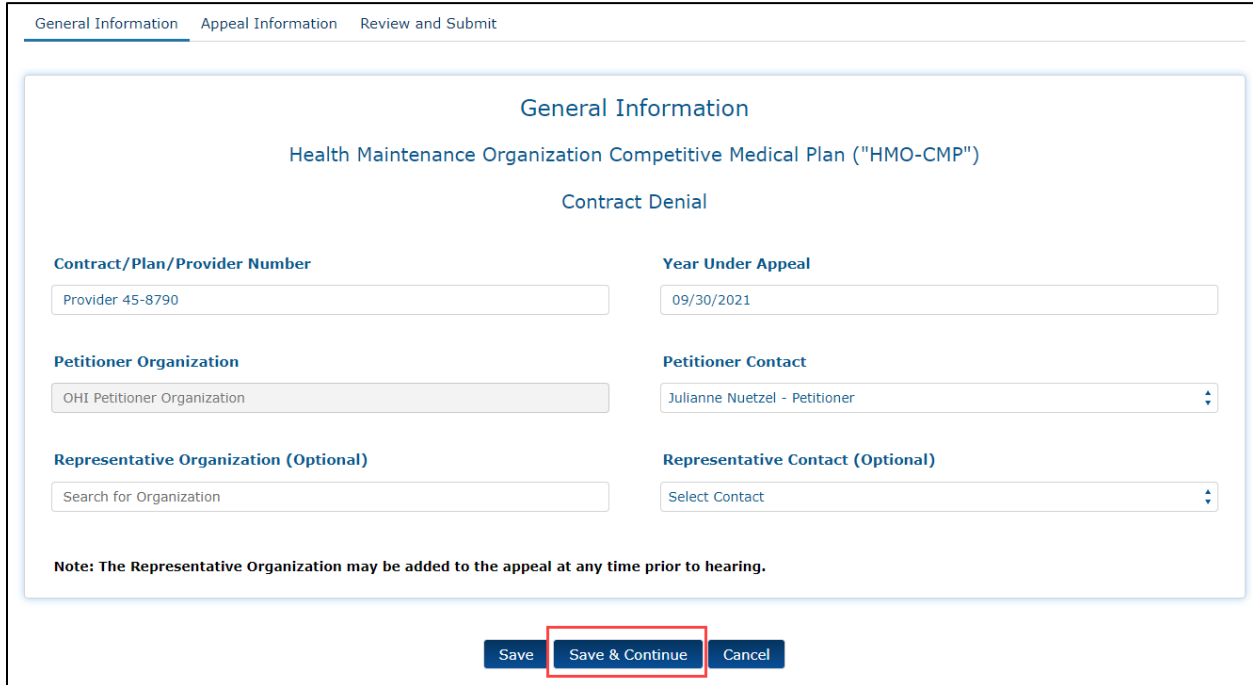
Note: You may not select a Representative Contact without first identifying the applicable Representative Organization.

Note: Once a Representative Organization is selected in the previous field, then the Representative Contact becomes a required field. You will receive an error message if you attempt to save without entering information in this field.

Note: The representative must be a registered user within OH CDMS before the representative contact will appear in the list.

3.2.1.7 Save & Continue Button

After populating the required fields, select the **Save & Continue** button to save the information on the **General Information** page and navigate to the **Appeal Information** page.



General Information Appeal Information Review and Submit

General Information

Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")

Contract Denial

Contract/Plan/Provider Number	Year Under Appeal
Provider 45-8790	09/30/2021
Petitioner Organization	Petitioner Contact
OHI Petitioner Organization	Julianne Nuetzel - Petitioner
Representative Organization (Optional)	Representative Contact (Optional)
Search for Organization	Select Contact

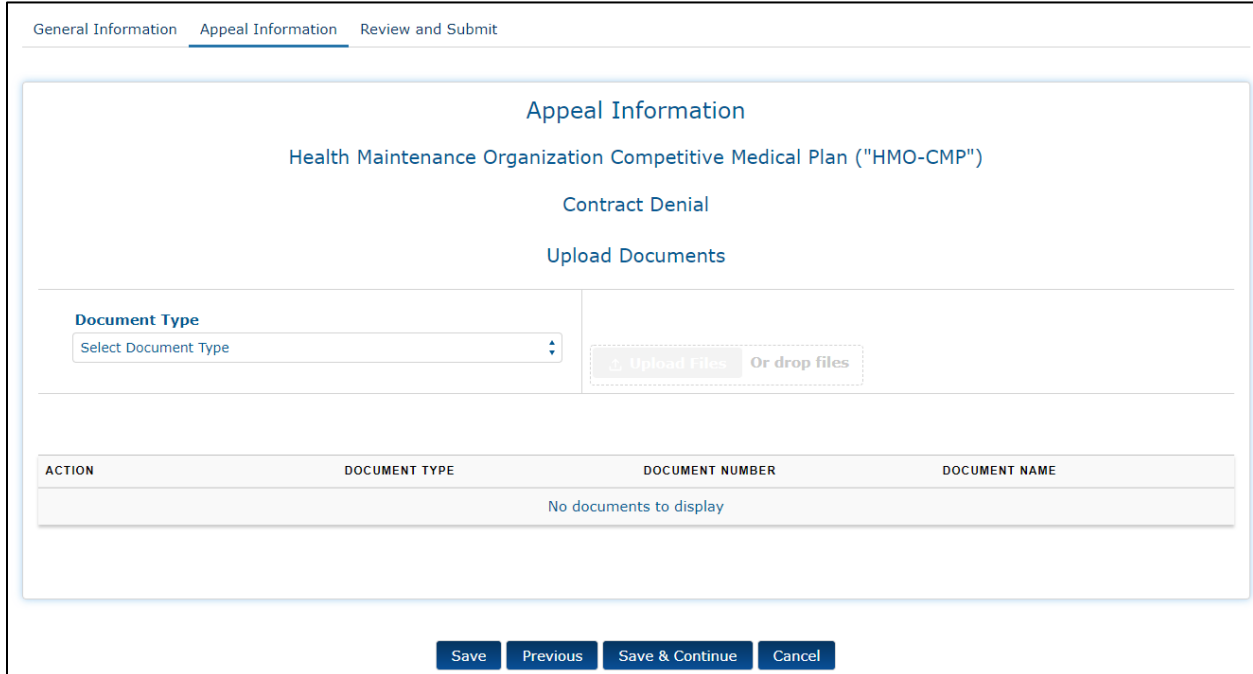
Note: The Representative Organization may be added to the appeal at any time prior to hearing.

Save **Save & Continue** Cancel

Figure 45: General Information Page - Save & Continue Button

3.2.2 Appeal Information Page

After selecting the **Save & Continue** button, the **Appeal Information** page is displayed.



General Information Appeal Information Review and Submit

Appeal Information

Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")

Contract Denial

Upload Documents

Document Type

Select Document Type

Upload Files Or drop files

ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
No documents to display			

Save Previous Save & Continue Cancel

Figure 46: New Appeal - Appeal Information Page

On the **Appeal Information** page, you have the ability to upload the following document types:

- Brief
- Cover Letter
- Determination Decision
- Exhibit
- List of Exhibits

This **Document Type** list is universal for all case filings. However, when creating a new appeal, a petitioner or representative may not necessarily need to upload all of the documents listed on the drop-down list. For example, a petitioner or representative may upload the initial Request for Hearing under "Brief" or "Cover Letter." Refer to the following subsections for detailed instructions on uploading and viewing documents on this page.

3.2.2.1 Document Type Pick-List Upload

Follow these steps to upload documents to your new appeal:

1. Select the **Document Type** drop-down field to display a complete list of document types to upload with the new appeal.

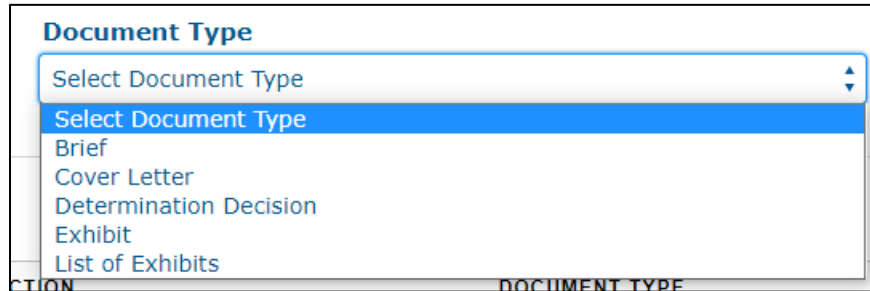


Figure 47: Select Document Type Field

2. Select a document type from the **Document Type** drop-down list. The example below uses the **Determination Decision** (*i.e.*, the decision being appealed) document type.

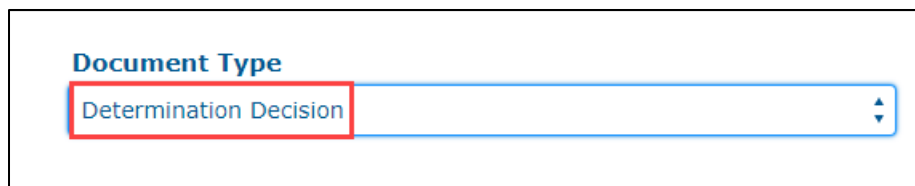


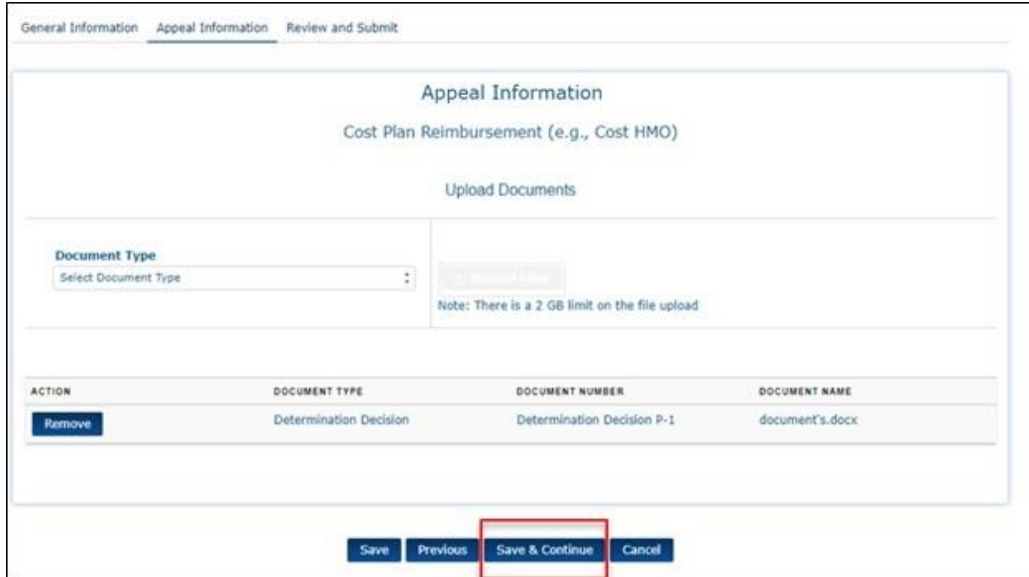
Figure 48: Document Type - Determination Decision

Note: You have the option to upload additional documents to your appeal, but the **Determination Decision** is always a required document. Additionally, if you add an **Exhibit**, you must include a **List of Exhibits**, and vice versa.

3. Follow file upload steps to upload your document(s). Refer to *Section 2.4.1 - File Upload* for detailed steps.

3.2.2.2 Save & Continue Button

After uploading all your documents, select the **Save & Continue** button to save the information on the **Appeal Information** page and navigate to the **Review & Submit** page.



The screenshot shows the 'Appeal Information' page with the following elements:

- Navigation tabs: General Information, Appeal Information (selected), Review and Submit
- Section: Appeal Information
- Text: Cost Plan Reimbursement (e.g., Cost HMO)
- Section: Upload Documents
- Form: Document Type (Select Document Type)
- Text: Note: There is a 2 GB limit on the file upload
- Table:

ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
Remove	Determination Decision	Determination Decision P-1	document's.docx

Buttons at the bottom: Save, Previous, **Save & Continue** (highlighted), Cancel

Figure 49: Appeal Information Page - Save & Continue Button

3.2.3 Review and Submit Page

After selecting the **Save & Continue** button, the **Review and Submit** page is displayed.

[General Information](#) [Appeal Information](#) [Review and Submit](#)

Review and Submit

Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")

Contract Denial

▼ General Information [Edit](#)

<p>Contract/Plan/Provider Number</p> <input type="text" value="Provider 45-8790"/>	<p>Year Under Appeal</p> <input type="text" value="09/30/2021"/>
<p>Petitioner Organization</p> <input type="text" value="OHI Petitioner Organization"/>	<p>Petitioner Contact</p> <input type="text" value="Julianne Nuetzel - Petitioner"/>
<p>Representative Organization</p> <input type="text"/>	<p>Representative Contact</p> <input type="text"/>

▼ Appeal Information [Edit](#)

DOCUMENT TYPE	DOCUMENT NAME	DOCUMENT NUMBER
Determination Decision	Determination-Decision.docx	Determination Decision P-1
Exhibit	Exhibit.docx	Exhibit P-1
List of Exhibits	List-of-Exhibits.docx	List of Exhibits P-1

I confirm that I have reviewed the materials entered on behalf of the Petitioner in this appeal and the appeal is complete and ready for submission.

[Previous](#) [Certify & Submit](#) [Cancel](#)

Figure 50: New Appeal - Review and Submit Page

Follow the steps in the following subsections to review and submit your new appeal.

3.2.3.1 General Information Area

1. Review the **General Information** area to confirm that you entered the correct information in each field.



Figure 51: Review & Submit Page - General Information

2. Select the **Edit** button to return to the **General Information** page to edit fields in this section, if necessary.



Figure 52: General Information - Edit Button

Note: Select the downward arrow next to **General Information** to collapse this section; when it is collapsed, you may select the right facing arrow to expand it again.



Figure 53: General Information - Expand Arrow



Figure 54: General Information - Collapse Arrow

3.2.3.2 Appeal Information Area

1. Review the **Appeal Information** area to confirm that you uploaded the correct documents to the new appeal.

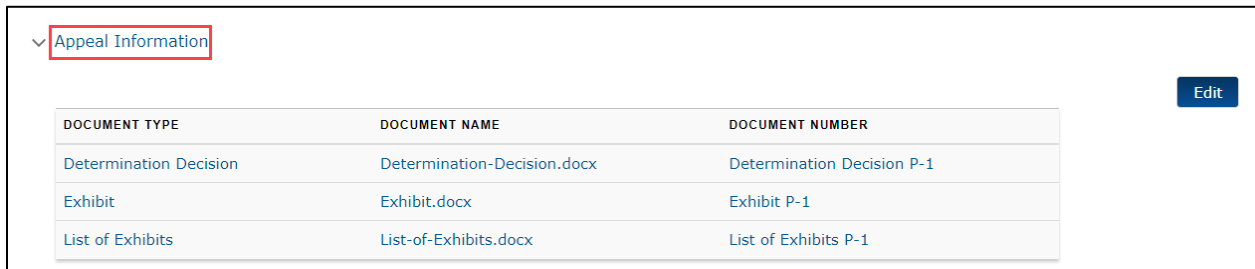


Figure 55: Review & Submit Page - Appeal Information

2. Select the **Edit** button to return to the **Appeal Information** page to remove or upload new files.

∨ Appeal Information Edit

DOCUMENT TYPE	DOCUMENT NAME	DOCUMENT NUMBER
Determination Decision	Determination-Decision.docx	Determination Decision P-1
Exhibit	Exhibit.docx	Exhibit P-1
List of Exhibits	List-of-Exhibits.docx	List of Exhibits P-1

Figure 56: Appeal Information - Edit Button

3.2.3.3 Certify & Submit Area

After carefully reviewing the **General Information** and **Appeal Information** areas for accuracy and completeness, scroll to the bottom of the page and follow these steps to submit the new appeal:

1. Review the statement with the checkbox next to it at the bottom of the page: **I confirm that I have reviewed the materials entered on behalf of the Petitioner in this appeal and the appeal is complete and ready for submission.**

I confirm that I have reviewed the materials entered on behalf of the Petitioner in this appeal and the appeal is complete and ready for submission.

Previous
Certify & Submit
Cancel

Figure 57: Certification Statement

2. Check the checkbox if you agree with the statement.

Note: If you do not agree with the statement, select **Previous** to return to previous pages to edit the previously entered fields and remove or upload new attachments.

3. Select the **Certify & Submit** button.

Note: If you select **Cancel**, the Hearing Officer module saves the new appeal as a draft, which users can access under **All Cases** on the Hearing Officer home page.

I confirm that I have reviewed the materials entered on behalf of the Petitioner in this appeal and the appeal is complete and ready for submission.

Previous
Certify & Submit
Cancel

Figure 58: Certify & Submit Button

A pop-up window is displayed noting the request has been submitted to the Hearing Officer, and that parties receive an email with the docket number for the case.

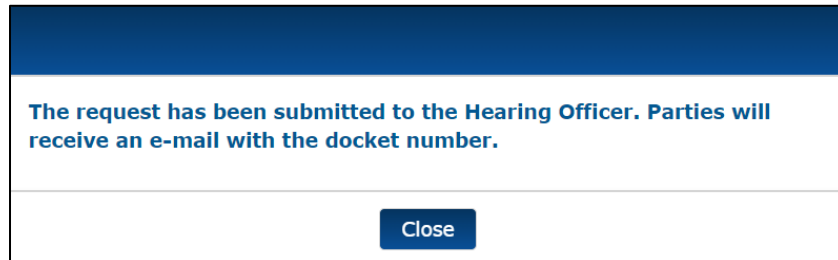


Figure 59: Submission Confirmation - Pop-Up Window

4. Select the **Close** button. The page is refreshed automatically, and the Hearing Officer home page is displayed.

3.2.3.4 Email Confirmation

Upon submitting your request, the Hearing Officer module generates and sends an email confirmation of receipt for the new appeal that includes the docket number assigned to the appeal.

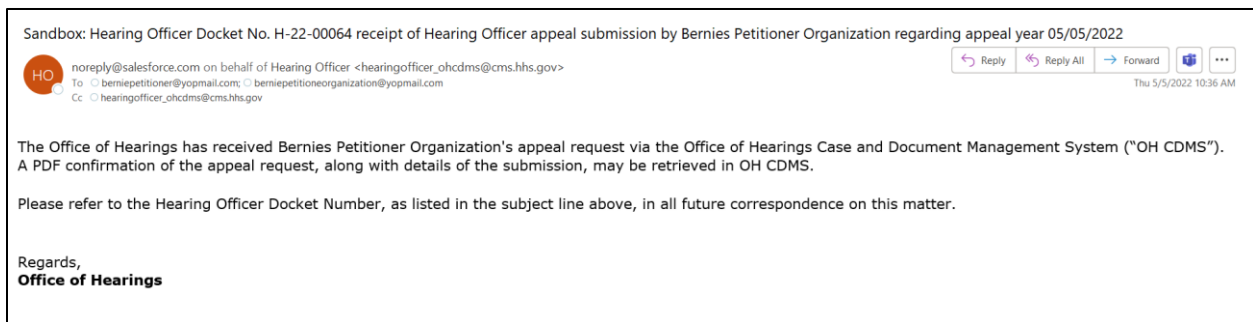


Figure 60: Email Confirmation - Hearing Officer Receipt of Appeal Submission

Note: While a representative may not initiate a new appeal, once a representative has been added to a case, the representative may complete and submit an existing appeal request previously initiated by the petitioner organization.

Office of Hearings Case and Document Management System

Confirmation of Case Submission

Hearing Officer Docket Number: H-22-00011

Case Type: Health Maintenance Organization Competitive Medical Plan ("HMO-CMP")

Case Subtype: Contract Termination

Submitted By: Bernie Petitioner

Submitted On: 4/8/2022 3:37 PM

General Information

Contract Information
Contract /Plan/Provider Number:F-0001
Year Under Appeal:04/08/2022

Petitioner Information
Bernies Petitioner Organization
Bernie Petitioner
Baltimore
MD
21112
berniepetitioner@yopmail.com

Representative Organization Information
Not Available

Respondent Information
Not Available

Figure 61: Confirmation of Case Submission

3.3 Manage Appeals

The following sections describe the different sections of an appeal, and how to access and manage appeals.

3.3.1 Finding/Viewing Existing Appeals

To find an existing appeal, enter the appeal docket number in the **Search for Cases** field on the Hearing Office home page and press the **Submit Search** button; alternatively, select the appeal **Docket Number** hyperlink from the **All Cases** table.

The appeal record is displayed with the following tabs:

- Case Contacts

- Appeal Information
- Case Actions
- Case History

Select the **Hearing Officer Home Page** button at the bottom of each page within the appeal to navigate away from the appeal and back to the Hearing Officer home page.

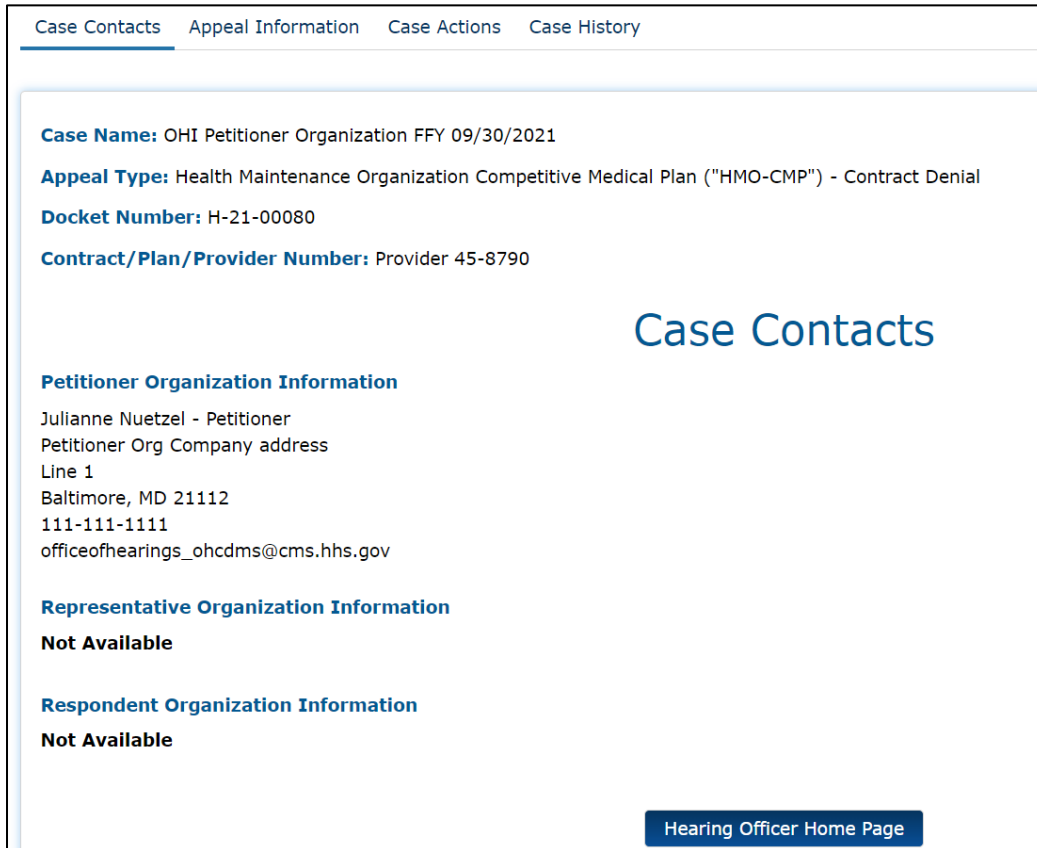


Figure 62: Appeal - Case Contacts Page

The following sections describe the various tabs and other components of within the appeal record.

3.3.2 Case Contacts Page

After selecting the appeal docket number, the **Case Contacts** page is displayed. The **Case Contacts** page provides the following details:

- Case Name
- Appeal Type (Case Type - Case Subtype)
- Docket Number
- Contract/Plan/Provider Number
- Petitioner Organization Information
- Representative Organization Information
- Respondent Organization Information

Note: The **Representative Organization Information** and **Respondent Organization Information** may read **Not Available** depending on the intake status of the case, and whether a representative organization has been added to the case.

3.3.3 Appeal Information Page

Select the **Appeal Information** tab to view the **Appeal Information** page. This page provides the following information:

- Case Name
- Appeal Type (Case Type - Case Subtype)
- Docket Number
- Contract/Plan/Provider Number
- Appeal Information table including the following column headers:
 - Status
 - Submitted Date
 - Documents (View Uploads Button)



The screenshot shows the 'Appeal Information' page with the following details:

- Case Name: OHI Petitioner Organization FFY 09/30/2021
- Appeal Type: Health Maintenance Organization Competitive Medical Plan ("HMO-CMP") - Contract Denial
- Docket Number: H-21-00080
- Contract/Plan/Provider Number: Provider 45-8790

The main heading is 'Appeal Information'. Below it is a table with the following structure:

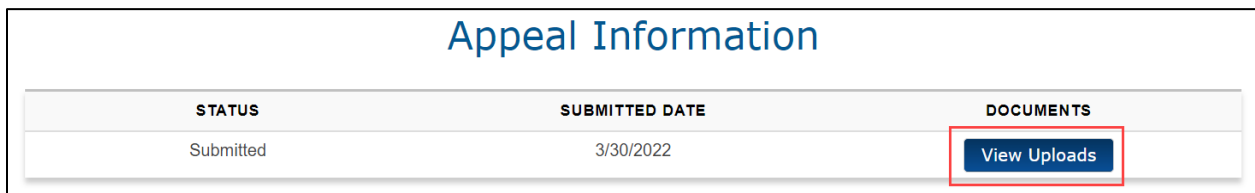
STATUS	SUBMITTED DATE	DOCUMENTS
Submitted	3/30/2022	View Uploads

At the bottom of the page, there is a button labeled 'Hearing Officer Home Page'.

Figure 63: Appeal - Appeal Information Page

Follow these steps to view uploaded documents:

1. Select the **View Uploads** button under **Documents** heading.



This is a close-up of the table from Figure 63, highlighting the 'View Uploads' button under the 'DOCUMENTS' column. The button is enclosed in a red rectangular box.

STATUS	SUBMITTED DATE	DOCUMENTS
Submitted	3/30/2022	View Uploads

Figure 64: Appeal Information - View Uploads Button

The **View Uploads** pop-up window is displayed with a listing of all files uploaded with the appeal request.

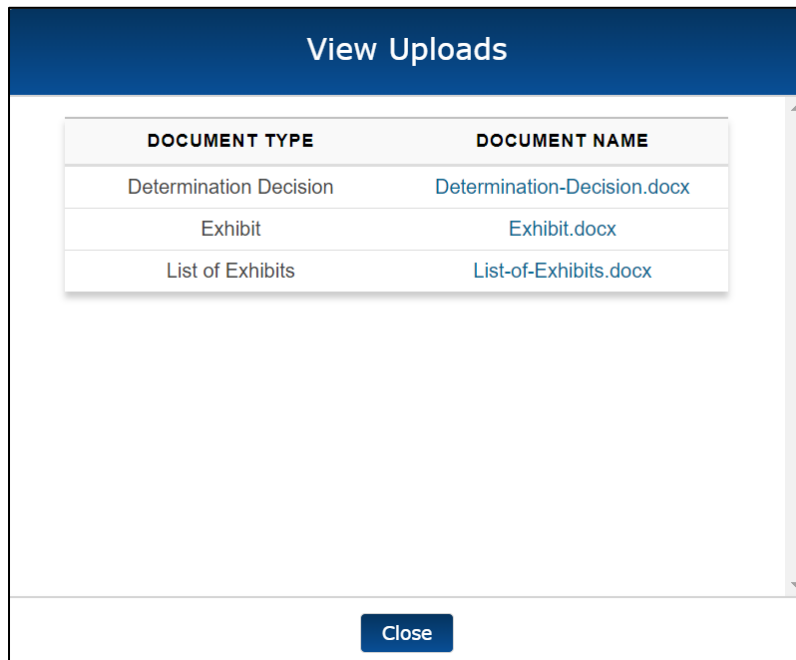


Figure 65: View Uploads Pop-Up Window

2. Select the blue hyperlink in the **Document Name** column to view the specified document in a separate window.

Note: There are occasionally issues with the anti-virus scanning that result in the files being unavailable for download. If this happens, contact the OH CDMS Help Desk.

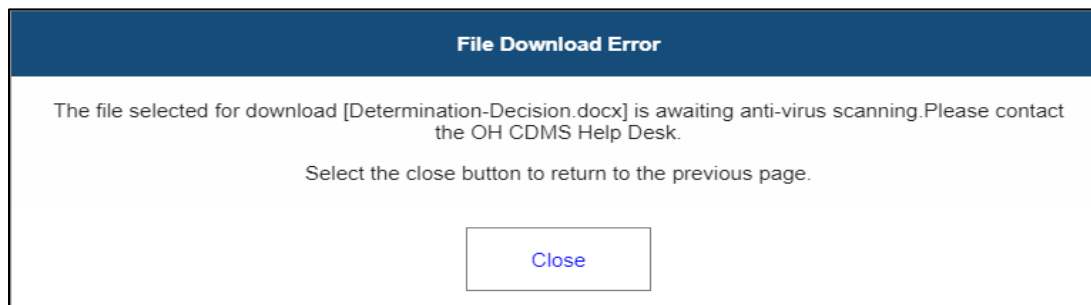


Figure 66: Anti-Virus Scanning File Download Error

3. Select the **Close** button on the **View Uploads** pop-up window to exit the window and return to the **Appeal Information** page.

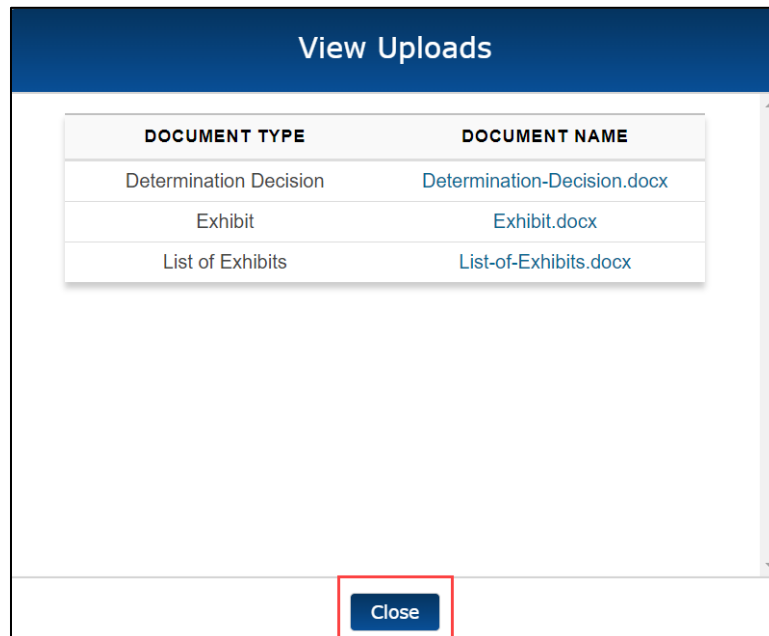


Figure 67: View Uploads Window - Close Button

3.3.4 Case Actions Page

Select the **Case Actions** tab to view the **Case Actions** page. This page provides the following information:

- Case Name
- Appeal Type (Case Type - Case Subtype)
- Docket Number
- Contract/Plan/Provider Number
- Case Actions table including the following column headers:
 - Date Requested
 - Notification Type
 - Document Type
 - Owner
 - Date Due
 - Action
- **Case Filings and Submission** drop-down menu and **Proceed** button

Case Contacts Appeal Information **Case Actions** Case History

Case Name: Bernies Petitioner Organization FFY 05/05/2022
Appeal Type: Health Maintenance Organization Competitive Medical Plan ("HMO-CMP") - Contract Non-Renewal
Docket Number: H-22-00064
Contract/Plan/Provider Number: f-0001

Case Actions

DATE REQUESTED	NOTIFICATION TYPE	DOCUMENT TYPE	OWNER	DATE DUE	ACTION
5/5/2022	Request for Information	Brief	Petitioner	5/19/2022	Respond
5/5/2022	Request for Information	Participant List	Respondent	5/26/2022	
5/5/2022	Request for Information	Participant List	Petitioner	5/26/2022	Respond

Case Filings and Submission
 [Proceed](#)

[Hearing Officer Home Page](#)

Figure 68: Appeal - Case Actions Page

Follow the steps in the following subsections to view case actions that already exist for the appeal, or to use the **Case Filings and Submission** drop-down menu.

3.3.4.1 View Existing Case Actions

The Case Actions table is populated with responsive case actions generated by a Case Acknowledgment, Request for Information ("RFI"), or Notice of Hearing.

1. If there is a responsive case action in the table, the applicable party can respond using the **Action** button.

Case Name: OHI Petitioner Organization FFY 2020
Appeal Type: Additional Authorities
Docket Number: H-20-00110
Contract/Plan/Provider Number: Contract 34

Case Actions

DATE REQUESTED	NOTIFICATION TYPE	DOCUMENT TYPE	OWNER	DATE DUE	ACTION
3/23/2022	Request for Information	Exhibit	Petitioner	3/31/2022	Respond
3/23/2022	Request for Information	List of Exhibits	Petitioner	3/31/2022	Respond
3/23/2022	Request for Information	Determination Decision	Petitioner	3/31/2022	Respond
3/23/2022	Request for Information	Supplement Document	Petitioner	3/31/2022	Respond
3/23/2022	Request for Information	Representation Letter	Petitioner	3/30/2022	Respond
3/24/2022	Hearing Officer Hearing Notification	Hearing Participant List	Petitioner	4/23/2022	Respond
3/24/2022	Hearing Officer Hearing Notification	Hearing Participant List	Respondent	4/23/2022	

Case Filings and Submission
 Select One [Proceed](#)

Figure 69: Responsive Case Action - Respond Button (Petitioner)

Case Actions

DATE REQUESTED	NOTIFICATION TYPE	DOCUMENT TYPE	OWNER	DATE DUE	ACTION
3/24/2022	Hearing Officer Hearing Notification	Hearing Participant List	Petitioner	4/23/2022	
3/24/2022	Hearing Officer Hearing Notification	Hearing Participant List	Respondent	4/23/2022	Respond
3/24/2022	Hearing Officer Hearing Notification	Other - other description 3	Petitioner	3/31/2022	

Figure 70: Responsive Case Action - Respond Button (Respondent)

2. Select the **Respond** button; follow the file upload and submission steps to respond to the hearing notification. Refer to *Section 2.4 - Upload and Submit Supporting Documents*.

3.3.4.2 Create Case Actions

Use the **Case Filings and Submission** drop-down menu to create a **Change Representative** or **Other Request** case action. Refer to the following subsections for details about processing each case filing type.

Note: The **Change Representative** selection only appears to the Petitioner or Representative. Other users do not see this option.

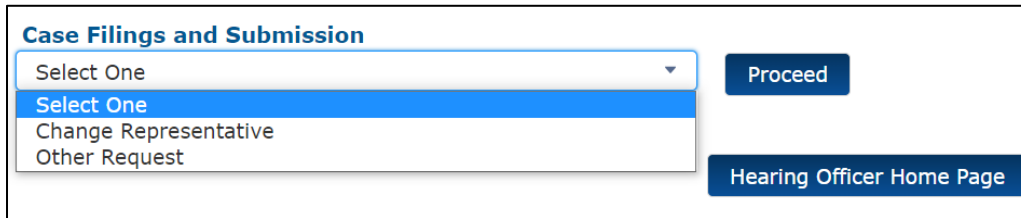
The screenshot shows a web interface titled "Case Filings and Submission". It features a drop-down menu with the text "Select One" and a downward arrow. The menu is open, showing three options: "Select One" (highlighted in blue), "Change Representative", and "Other Request". To the right of the menu is a blue "Proceed" button. Below the menu and button is a blue button labeled "Hearing Officer Home Page".

Figure 71: Case Filings and Submission Drop-Down Menu

3.3.4.2.1 Change Representative

Follow these steps to establish a new representative or change an existing representative for the appeal:

1. Select **Change Representative** from the **Case Filings and Submission** drop-down menu.

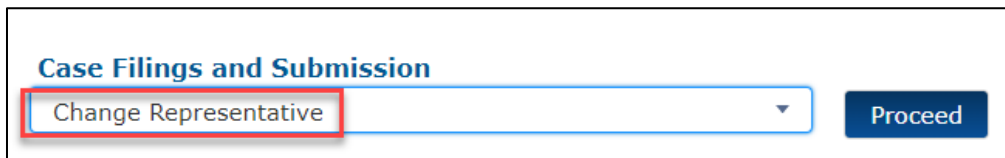
The screenshot shows the same "Case Filings and Submission" interface as Figure 71. The drop-down menu is open, and "Change Representative" is selected and highlighted with a red border. The "Proceed" button is visible to the right.

Figure 72: Case Filings Submission Drop-Down Menu - Change Representative

Note: You will receive an error message if you attempt to proceed without making a selection from the drop-down menu.

The screenshot shows the "Case Filings and Submission" interface. The drop-down menu is open, but no option is selected, and the text "Select One" is visible. Below the menu, a red error message reads: "Error: Case Filings and Submission needs to be selected." The "Proceed" button is visible to the right.

Figure 73: Case Filings and Submission - Error Message

2. Select the **Proceed** button. The **Change Representative** page is displayed.

Change Representative

New Representative Information

Representative Organization

Attach Representation Letter

Document Type

Or drop files

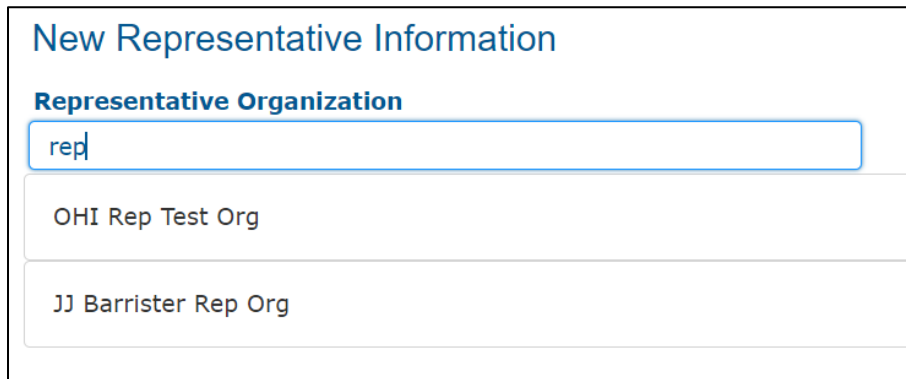
Note: There is a 2 GB limit on the file upload

ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
No documents to display			

Figure 74: Change Representative Page

3. Start to enter characters in the Representative Organization field. This is a predictive text field. When at least three characters are entered into the field, the system will display a list of possible entries that match the entered text. Continue entering characters to narrow the list. You must select the appropriate entry from the list to ensure the final data is captured.

Note: The representative must register for OH CDMS before the representative appears in the list.



New Representative Information

Representative Organization

rep

OHI Rep Test Org

JJ Barrister Rep Org

Figure 75: Representative Organization Predictive Text Field

Upon selecting a representative organization from the predictive text field, a **Representative Contact** drop-down menu is displayed.



Representative Contact

Select Contact

Select Contact

Christine Blowers - Rep

Julianne Nuetzel - Rep

Kevin Keck - Rep

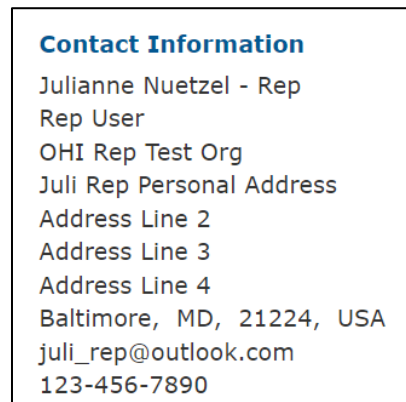
Lauren Dimitroff - Rep

Raj Rep

Figure 76: Representative Contact Drop-Down Menu

4. Select a Representative Contact from the drop-down menu.

Upon selecting a representative contact from the drop-down menu, a **Contact Information** area is displayed for the representative contact.



Contact Information

Julianne Nuetzel - Rep

Rep User

OHI Rep Test Org

Juli Rep Personal Address

Address Line 2

Address Line 3

Address Line 4

Baltimore, MD, 21224, USA

juli_rep@outlook.com

123-456-7890

Figure 77: Representative Contact - Contact Information

5. Select the **Document Type** drop-down field to display a complete list of document types to upload with the new request.

Note: The only document type a user can upload for a **Change Representative** request is a **Representation Letter**.

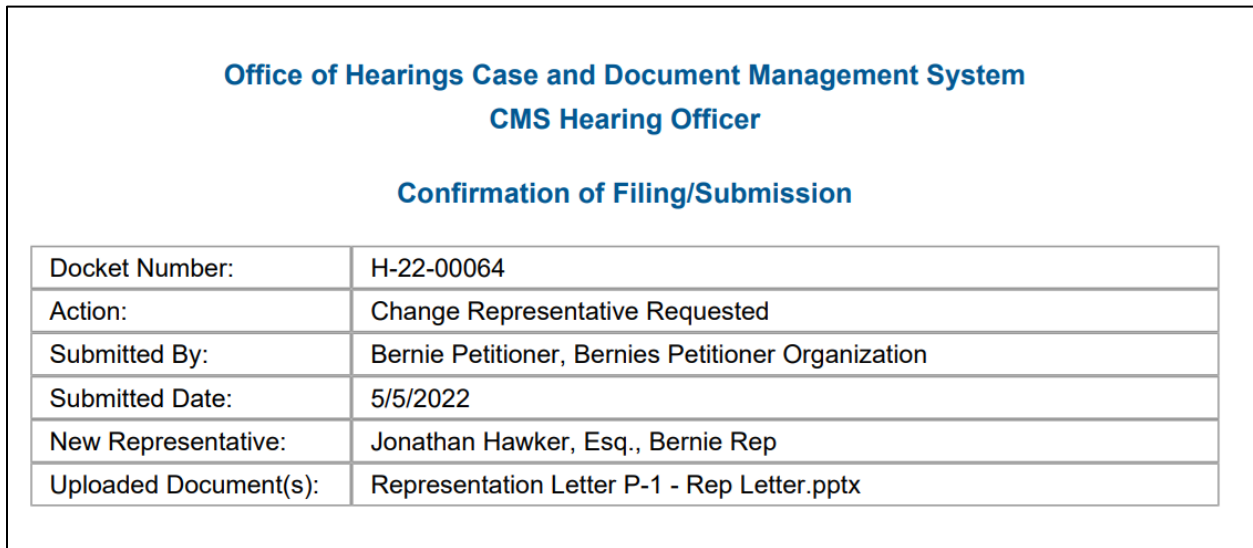
6. Select **Representation Letter**. This document is required.



Figure 78: Document Type - Representation Letter

7. Follow the file upload steps to upload your document(s). Refer to *Section 2.4.1 - File Upload* for detailed steps.

Upon submission, the system generates a Confirmation of Filing/Submission to document the requested change and the supporting information provided.



Office of Hearings Case and Document Management System CMS Hearing Officer	
Confirmation of Filing/Submission	
Docket Number:	H-22-00064
Action:	Change Representative Requested
Submitted By:	Bernie Petitioner, Bernies Petitioner Organization
Submitted Date:	5/5/2022
New Representative:	Jonathan Hawker, Esq., Bernie Rep
Uploaded Document(s):	Representation Letter P-1 - Rep Letter.pptx

Figure 79: Confirmation of Filing/Submission - Change Representative

3.3.4.2.2 Other Request

Parties should use the **Other Request** case filing option to submit motions, objections and all general correspondence and questions.

1. Select **Other Request** from the **Case Filings and Submission** drop-down menu.

Case Filings and Submission

Other Request ▼

Proceed

Figure 80: Case Filings Submission Drop-Down Menu - Other Request

Note: You will receive an error message if you attempt to proceed without selecting an option from the drop-down menu.

Case Filings and Submission

Select One ▼

Proceed

Error: Case Filings and Submission needs to be selected.

Figure 81: Case Filings and Submission - Error Message

2. Select the **Proceed** button.

Case Filings and Submission

Other Request ▼

Proceed

Figure 82: Other Request - Proceed Button

The **Other Case Filings and Submissions** page is displayed.

Other Case Filings and Submissions

Type of Filing Description ⓘ

Attach Other Case Filing Documents

Document Type

Select Document Type ▼

Upload Files Or drop files

ACTION	DOCUMENT TYPE	DOCUMENT NUMBER	DOCUMENT NAME
No documents to display			

Submit Cancel

Figure 83: Other Case Filings and Submissions Page

- In the **Type of Filing Description** field, specifically define the type of request, e.g., extension request, motion for summary judgment, procedural question, etc. This is a required, free form text field that allows the user to enter text of up to 60 characters.



Figure 84: Type of Filing Description Text Field

- Select the **Document Type** drop-down field to display a complete list of document types to upload with the new appeal. The user may upload the following document types:
 - Brief
 - Exhibit
 - List of Exhibits

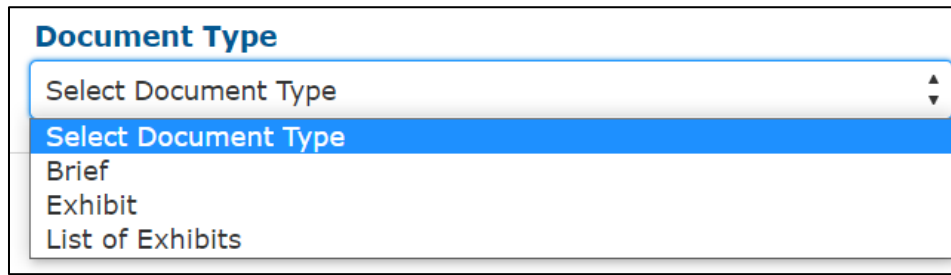


Figure 85: Other Request - Document Type Drop-Down Field

- Select a document type. Refer to the example below that uses the **Brief** document type as an example. All **Other Request** filings require this document type.

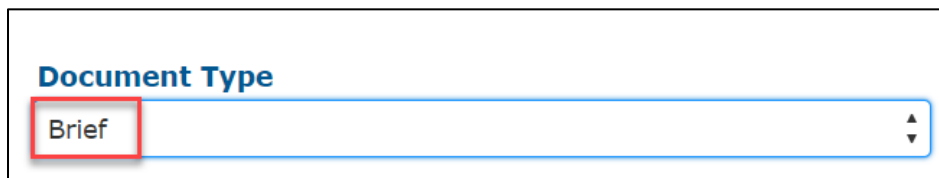


Figure 86: Document Type - Brief

Note: You have the option to upload additional documents to your appeal, but the **Brief** is always required. If you add an **Exhibit**, you must include a **List of Exhibits**, and vice versa.

- Follow file upload steps to upload your document(s). Refer to *Section 2.4.1 - File Upload* and *Section 2.4.2 - Sequencing and Removing File Uploads before Submission* for detailed steps.

Upon submission, the system generates a Confirmation of Filing/Submission to document the requested filing and the supporting information provided.

Office of Hearings Case and Document Management System	
CMS Hearing Officer	
Confirmation of Filing/Submission	
Docket Number:	H-22-00064
Action:	Other Case Action Requested
Submitted By:	Bernie Petitioner, Bernies Petitioner Organization
Submitted Date:	5/11/2022
Type of Filing Description:	Motion for Summary Judgment
Uploaded Document(s):	Brief P-1 - Update to Motion for Summary Judgment exhibit.docx

Figure 87: Confirmation of Filing/Submission - Other Request

3.3.5 Case History Page

Select the **Case History** tab to view the **Case History** page. This page provides the following information:

- Case Name
- Appeal Type (Case Type - Case Subtype)
- Docket Number
- Contract/Plan/Provider Number
- Case History table including the following column headers:
 - Date
 - Party Organization
 - Action
 - Documents (View Documents Button)

Case Contacts Appeal Information Case Actions **Case History**

Case Name: Bernies Petitioner Organization FFY 05/05/2022
Appeal Type: Health Maintenance Organization Competitive Medical Plan ("HMO-CMP") - Contract Non-Renewal
Docket Number: H-22-00064
Contract/Plan/Provider Number: f-0001

Case History

DATE	PARTY ORGANIZATION	ACTION	DOCUMENTS
5/5/2022	Bernies Petitioner Organization	Participant List Response Submitted	View Documents
5/5/2022	Bernies Petitioner Organization	Brief Response Submitted	View Documents
5/5/2022	Bernies Petitioner Organization	Other Correspondence - Please add this additional document to our record	View Documents
5/5/2022	Bernies Petitioner Organization	Change Representative Requested	View Documents
5/5/2022	Hearing Officer	Request for Information	View Documents
5/5/2022	Hearing Officer	Case Acknowledgement	View Documents
5/5/2022	Bernies Petitioner Organization	Appeal Submitted (H-22-00064)	View Documents

[Hearing Officer Home Page](#)

Figure 88: Appeal - Case History Page

Users are able to view all correspondence associated with the appeal, including actions initiated by the Petitioner (or Representative), Respondent, and Hearing Officer.

3.3.5.1 View Documents

Follow these steps to view documents for case actions attached to an appeal:

1. Select the **View Documents** button for the appropriate action under **Documents**.

Case History

DATE	PARTY ORGANIZATION	ACTION	DOCUMENTS
3/30/2022	OHI Petitioner Organization	Other Correspondence - Update to Exhibit	View Documents
3/30/2022	OHI Petitioner Organization	Appeal Submitted (H-21-00080)	View Documents

Figure 89: Appeal Information - View Uploads Button

The **View Uploads** pop-up window is displayed with a listing of all files uploaded to the action on the corresponding **Date**.



Figure 90: View Uploads Pop-Up Window

2. Select the blue hyperlink in the **Document Name** column to view any of the specified documents in a separate window.

Note: There are occasionally issues with the anti-virus scanning that result in the files being unavailable for download. If this happens, contact the OH CDMS Help Desk.

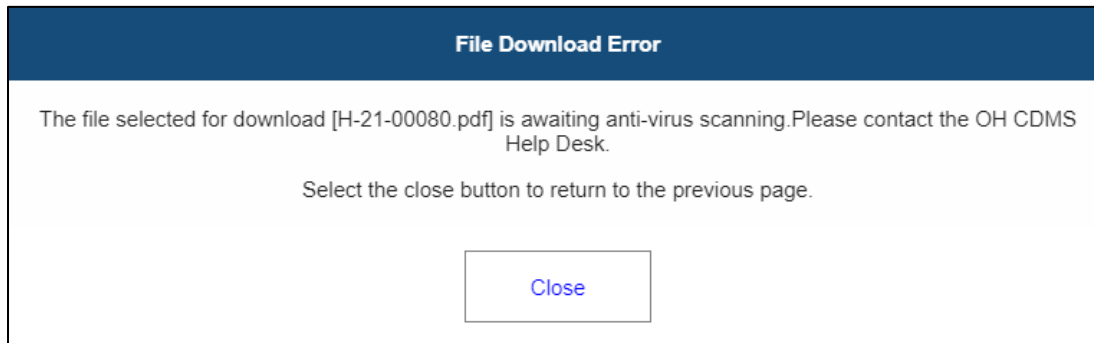


Figure 91: Anti-Virus Scanning File Download Error

3. Select the **Close** button on the **View Uploads** pop-up window to exit the window and return to the **Case History** page.

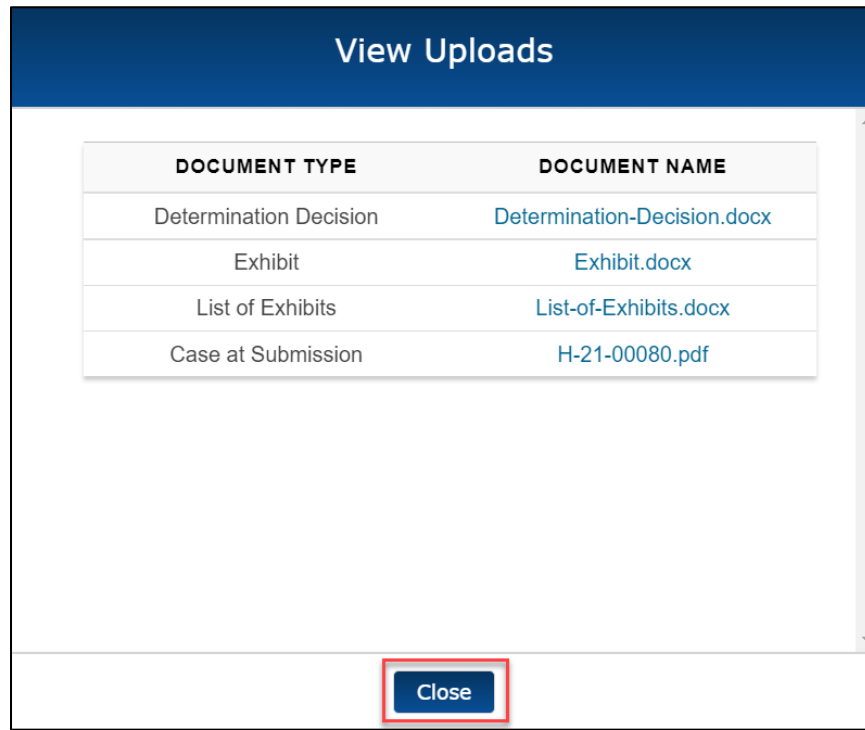


Figure 92: View Uploads Window - Close Button

4. OH CDMS Administration

Organization administrators have the ability to take limited access actions including deactivating, reactivating, and archiving users within their own organization. For users with administrator access to OH CDMS, an Administration module tile is displayed on the OH CDMS landing page.

Note: If you do not have access to the Administration module, but need to deactivate or archive a user, please contact the help desk.

4.1 Administration Home Page

1. Select the **Administration** tile to navigate to the Administration home page.



Figure 93: OH CDMS Landing Page–Administration Tile

2. The Administration home page displays the **Active Users** and **Inactive Users** expandable lists.
3. Select the arrow to the left of the label to expand or collapse the lists.



Figure 94: OH CDMS Administration Home Page

4.1.1 Active Users

The administrator can view all active users within the organization and deactivate users in the **Active Users** list.

1. Select the **Active Users** list. A table displays the users' names, email addresses, user IDs, and action buttons.
2. Select the **Deactivate** button to deactivate a user.



Figure 95: Active Users List

3. The **Deactivate User** window is displayed for confirmation.
4. Select the **Proceed** button. The user's access to OH CDMS is temporarily deactivated. The user may be reactivated through the administration process or by contacting the OH CDMS Help Desk. Refer to *Section 5- Troubleshooting and Support*.

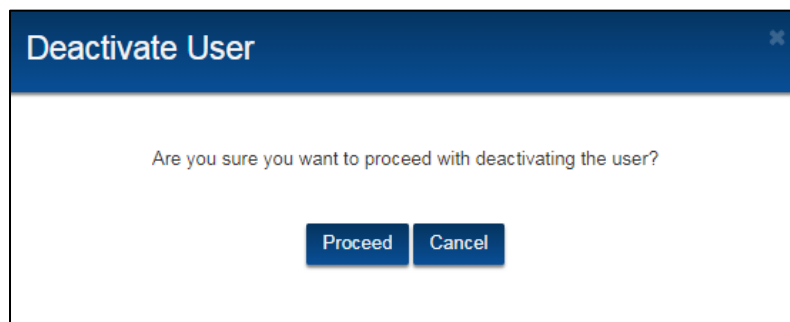


Figure 96: Deactivate User Window

- The user may be reactivated through the administration process or by contacting the help desk.

4.1.2 Inactive Users

The administrator can reactivate or archive a user in the **Inactive Users** list.

- Select the **Inactive Users** list. Refer to *Figure 94: OH CDMS Administration Home Page*. A table displays the user's name, email address, user ID, and two action buttons.



Name	Email	UserName	Actions
Reed Represent	nannie53.955@gmail.com	nannie53.955@gmail.com	Reactivate Archive
Sunshine Jones	fakinwumirep@mailinator.com	fakinwumirep@mailinator.com	Reactivate Archive

Figure 97: Inactive Users List

- Select the **Reactivate** button. The **Reactivate** button displays *only* if the user was deactivated by OH CDMS for not working within the system for 60 days or more or was administratively deactivated.
- The **Reactivate User** window is displayed for confirmation. Select the **Proceed** button to reinstate the user's access to OH CDMS. The user will be moved to the Active Users list.

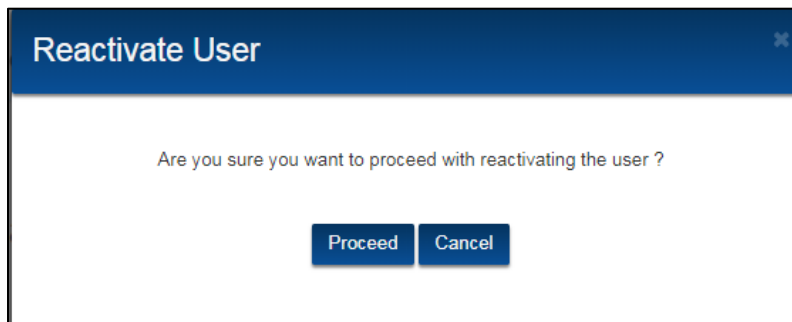


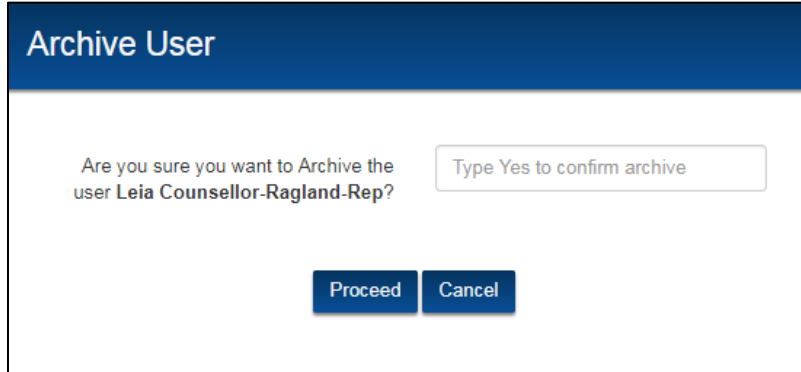
Figure 98: Reactivate User Window

4.1.3 Archive User

Archiving a user is a permanent action to be used when a user is no longer affiliated with your organization. Once a user is archived, they must re-register for OH CDMS through the

[CMS Portal](#). The user will need to select a new user role and provide information for the new organization.

1. Select the **Inactive Users** list. Refer to *Figure 94: OH CDMS Administration Home Page*. A table displays the user's name, email address, user ID, and two action buttons.
2. Select the **Archive** button. The **Archive User** window is displayed for confirmation.
3. Enter **Yes** to confirm the user is to be archived.
4. Select the **Proceed** button to *permanently* archive the user's access to OH CDMS within the current organization.



Archive User

Are you sure you want to Archive the user Leia Counsellor-Ragland-Rep?

Type Yes to confirm archive

Proceed Cancel

Figure 99: Archive User Window

5. Troubleshooting and Support

5.1 Help Desk Support

For any technical system issues, please contact the OH CDMS Help Desk via telephone at 1-833-783-8255 or via email at helpdesk_ohcdms@cms.hhs.gov.

To access the help desk information within the system, select the **Welcome drop-down** menu on any page and select the **Help** option.

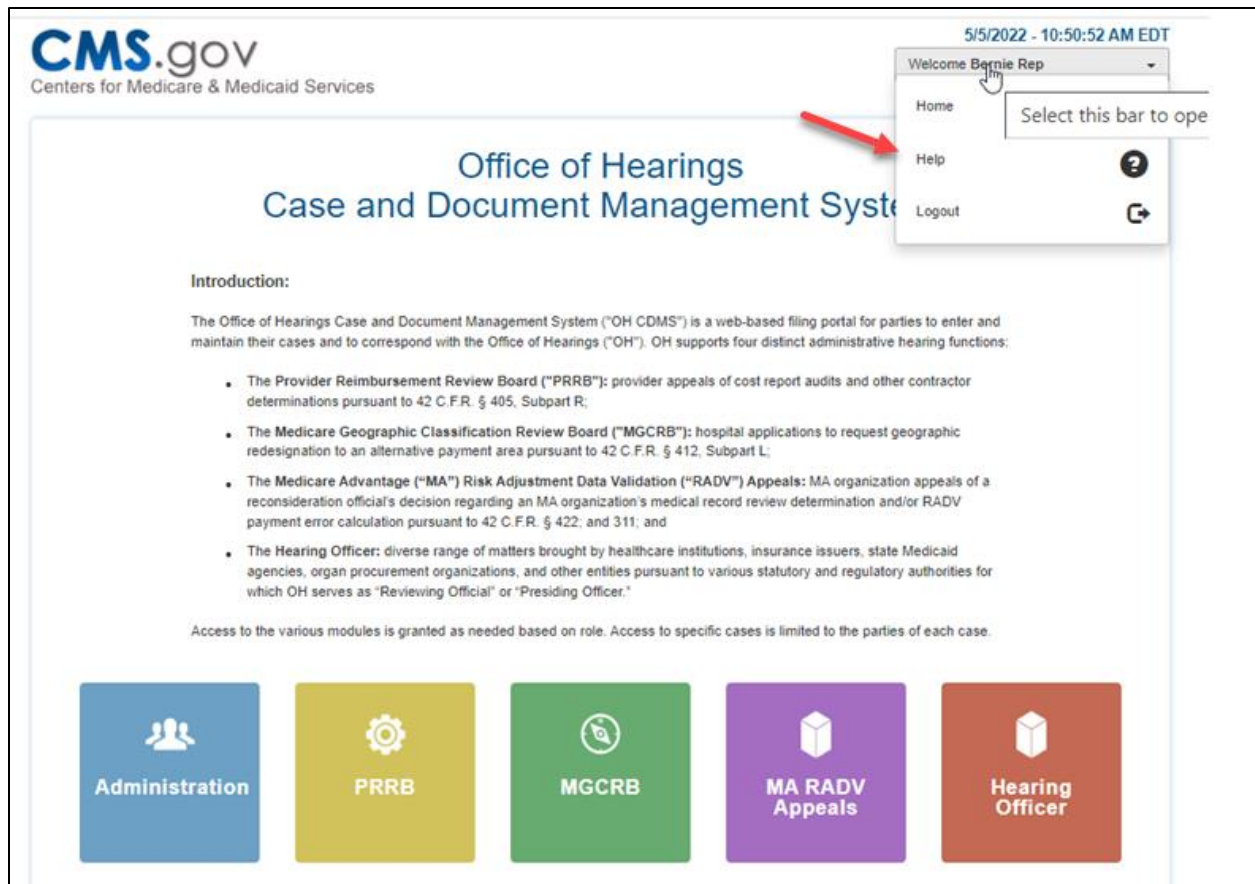


Figure 100: Help Option in Username Drop-Down Menu

The OH CDMS **Help Desk Window** is displayed with contact information and hours of operation.

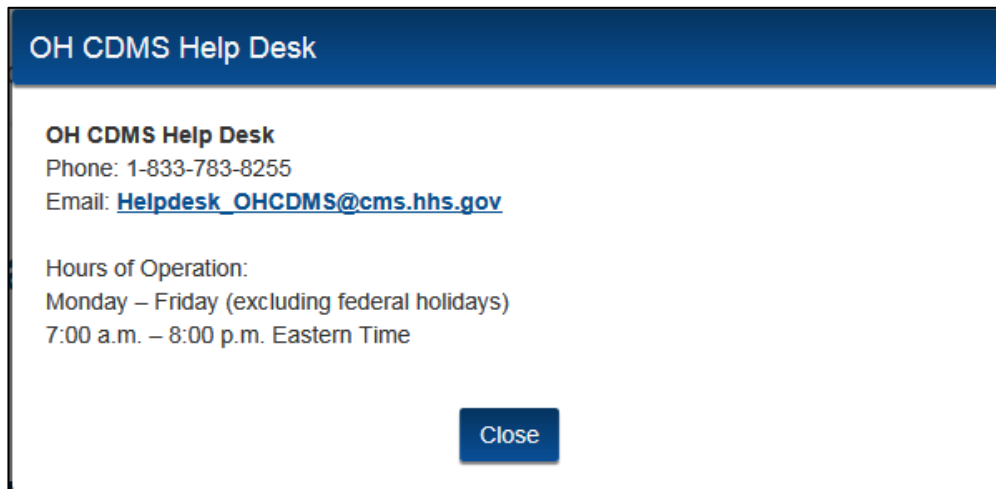


Figure 101: OH CDMS Help Desk Window

Appendix A: Glossary

The table below provides a list of terms, acronyms, and definitions in this document.

Table 4: Glossary

Term	Acronym	Definition
Accountable Care Organization Comprehensive Joint Replacement Program	ACO-CJR Program	The ACO-CJR is an appeal type or program adjudicated by the CMS Hearing Officer.
Affordable Care Act Qualified Health Plan	ACA-QHP	The ACA-QHP is an appeal type or program adjudicated by the CMS Hearing Officer.
Centers for Medicare & Medicaid Services	CMS	CMS is a federal agency within the U.S. Department of Health and Human Services that administers the Medicare program and works in partnership with state governments to administer Medicaid, the State Children's Health Insurance Program, and health insurance portability standards.
CMS Hearing Officer	not applicable	The CMS Hearing Officer adjudicates a diverse range of matters brought by healthcare institutions, insurance issuers, state Medicaid agencies, organ procurement organizations, and other entities pursuant to various statutory and regulatory authorities for which the Office of Hearings serves as Reviewing Official or Presiding Officer.
Confirmation of Filing/Submission	CFS	A CFS is an electronic receipt of actions taken in the Hearing Officer and MA-RADV modules.
Health Insurance Portability and Accountability Act	HIPAA	Title I of HIPAA protects health insurance coverage for workers and their families when they change or lose their jobs. Title II of HIPAA, known as the Administrative Simplification provisions, requires the establishment of national standards for electronic healthcare transactions and national identifiers for providers, health insurance plans, and employers.
Health Maintenance Organization	HMO	An HMO is a type of Medicare managed care plan where a group of doctors, hospitals, and other healthcare providers agree to give healthcare to Medicare beneficiaries for a set amount of money from Medicare every month. HMO cost reimbursement is an appeal type adjudicated by the CMS Hearing Officer.

Term	Acronym	Definition
Health Maintenance Organization-Competitive Medical Plan	HMO-CMP	The HMO-CMP is an appeal type or program adjudicated by the CMS Hearing Officer.
HIPAA Privacy Rule	not applicable	The HIPAA Privacy Rule establishes national standards to protect individual medical records and other individual health information.
Identity Management	IDM	IDM is the process of managing user access to data.
Medicaid	not applicable	Medicaid is the system of health insurance for people requiring financial assistance. The program is funded jointly by states and the federal government.
Medicare	not applicable	Medicare is the federal system of health insurance for people over 65 years of age and for certain younger people with disabilities or end-stage renal disease.
Medicare Administrative Contractor	MAC	Jurisdictional MACs administer Medicare claims under CMS direction. MAC Termination is an appeal type adjudicated by the CMS Hearing Officer.
Medicare Advantage Organization	MA	An MA organization is the legal entity that has a contract with the Medicare program to provide coverage.
Medicare Advantage Prescription Drug Plan	MA/PD	The MAPD Plan is a Medicare drug plan offered through a Medicare Advantage plan that offers Medicare prescription drug coverage. MA/PD is an appeal type or program the CMS Hearing Officer adjudicates.
Medicare Part D	not applicable	Medicare Part D is a federal program to subsidize the costs of prescription drugs for Medicare beneficiaries in the U.S.
Office of Hearings	OH	The OH provides professional staff support to the CMS Hearing Officer and other adjudicatory boards.
Office of Hearings Case and Document Management System	OH CDMS	OH CDMS is a web-based portal for parties to enter and maintain their cases and to correspond with the CMS Hearing Officer.

Term	Acronym	Definition
Organ Procurement Organization	OPO	The OPO is an appeal type or program the CMS Hearing Officer adjudicates.
Personally Identifiable Information	PII	PII is information that identifies or describes an individual, including but not limited to name, address, telephone number, Social Security Number, credit card number, and personal characteristics that make individual identity easily discoverable.
Petitioner	not applicable	A petitioner includes any contract, plan, organization, or provider filing appeal.
Programs of All-Inclusive Care for the Elderly	PACE	PACE is an appeal type or program the CMS Hearing Officer adjudicates.
Protected Health Information	PHI	PHI, under HIPAA, is any information about health status, provision of healthcare, or payment for healthcare that may link to a specific individual. The interpretation of this is broad and includes any part of patient medical record or payment history (also referred to as Personal Health Information).
Rehabilitation Act of 1973	not applicable	The Rehabilitation Act of 1973 is the first rights legislation to prohibit discrimination against people with disabilities.
Representative	not applicable	A representative is the external legal or consulting firm that represents a petitioner in an appeal.
Respondent	not applicable	The Respondent is the government agency defending appealed determination.
Retiree Drug Subsidy Program	RDS	The RDS Program, through CMS, reimburses municipalities, unions, and private employers for a portion of their eligible expenses for retiree prescription drug benefits. RDS is an appeal type or program the CMS Hearing Officer adjudicates.
Salesforce	not applicable	Salesforce is a cloud-based platform that provides software and services to create relevant customer experiences.

Term	Acronym	Definition
Section 508	not applicable	Section 508, of the American Rehabilitation Act, is a federal law mandating electronic and information technology (including documents) developed, procured, maintained, or used by the federal government be accessible to people with disabilities.
User Interface	UI	A UI is a program that controls a display for the user (usually on a computer monitor) and that allows the user to interact with the system.

Appendix B: Record of Changes

The table below provides a revision history to document the date and description of changes that have occurred within this document over time.

Table 5: Record of Changes

Version Number	Date	Description of Change
1.0	05/13/2022	Initial issuance for release of Hearing Officer module within OH CDMS
1.1	12/20/2023	Updates to CMS Accessibility & Nondiscrimination for Individuals with Disabilities Notice (Section 1.4) and table formatting