



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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## 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 or 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

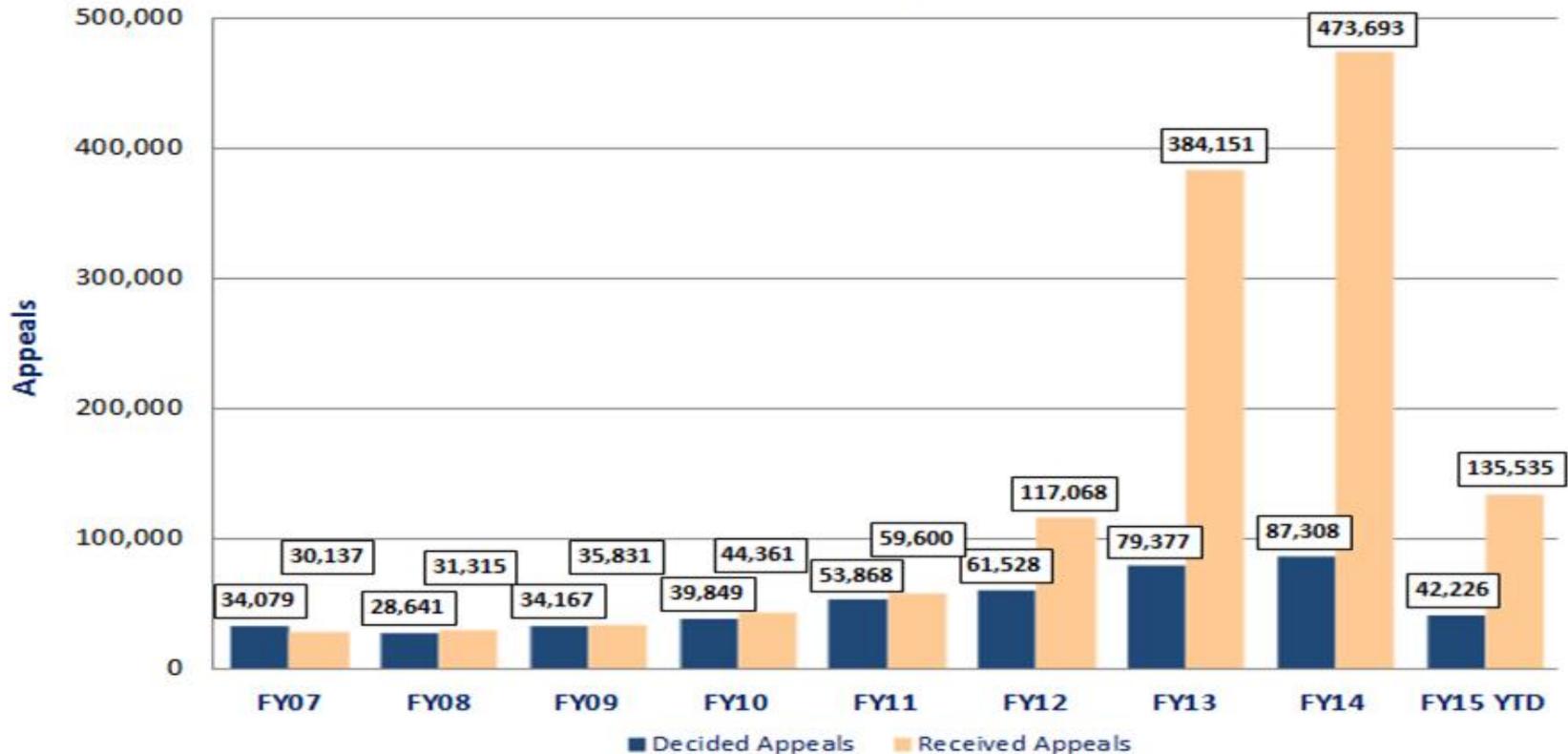


## OMHA Workload

- ✎ 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



### 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.

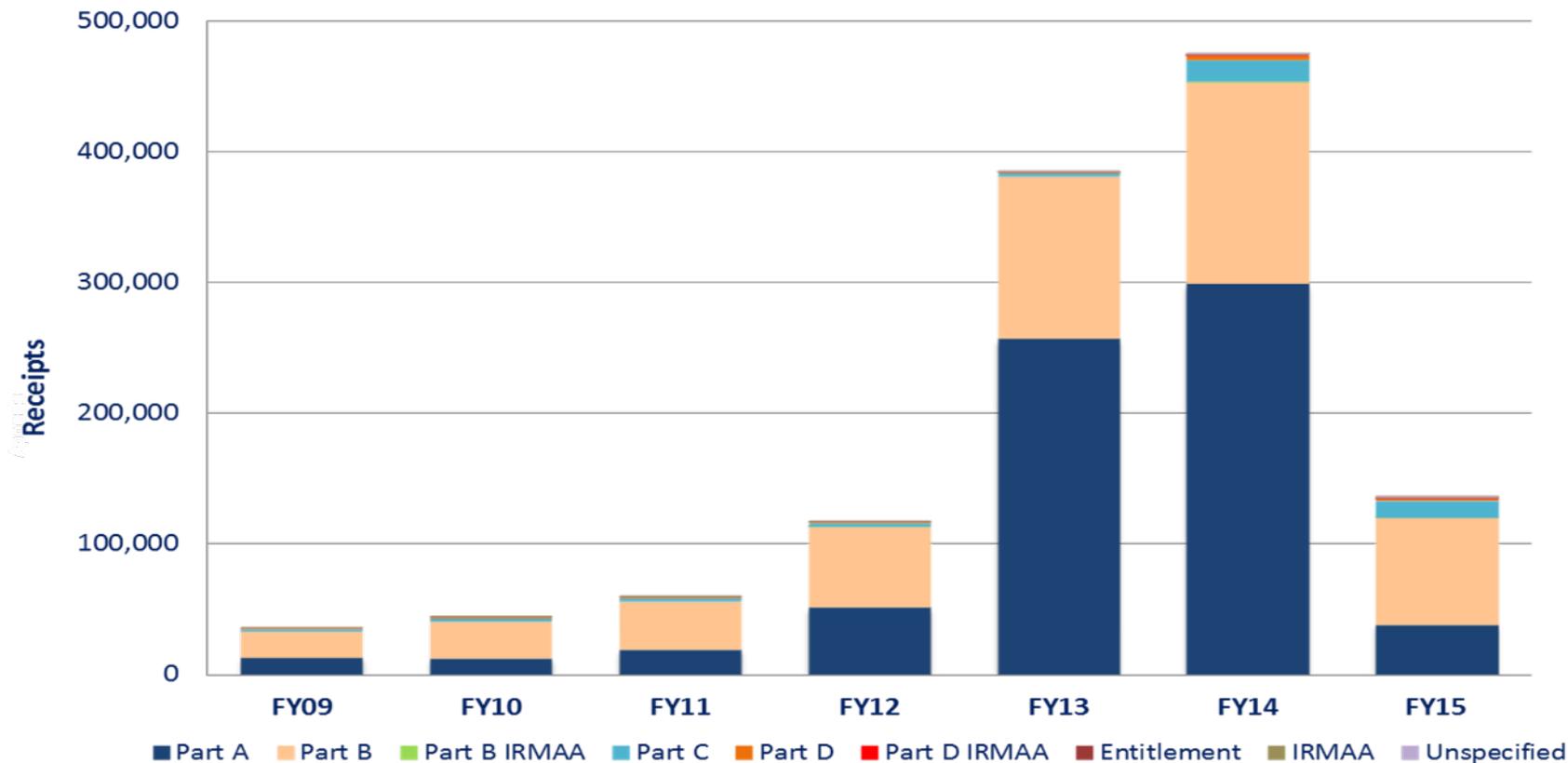
Decided appeals represents cases decided in listed fiscal year and excludes remands.

Includes data through 4-30-2015

Run date: 06/03/2015



### 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](http://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 ?

[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	<a href="#">Miami</a>
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

The screenshot shows the Q2 Administrators website interface. At the top right, the date "Thursday, May 21, 2015" is displayed. The main navigation bar includes "Home", "Appeals", "Appeals Council Referrals", and "Statistics". A banner image features a woman in a headset and the text "Quality to the Next Level" with a world map background. Below the banner, there are two expandable sections: "Who We Are" and "Appeals Status Lookup". The "Appeals Status Lookup" section is highlighted with a yellow border and contains the following form fields:

- Appeal #:
- 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](http://www.hhs.gov/omha/contacts/offices.html)
- ✎ Cases not assigned to an ALJ / other issues
  - (855) 556-8475 or [Medicare.Appeals@hhs.gov](mailto: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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