



mln call

A MEDICARE LEARNING NETWORK® (MLN) EVENT

New Electronic System for Provider Reimbursement Review Board Appeals

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Acronyms in this Presentation

- ASC - Appeals Support Contractor
- EIDM - Enterprise Identity Management
- MAC - Medicare Administrative Contractor
- MGCRB – Medicare Geographic Classification Review Board
- OH CDMS – Office of Hearings Case and Document Management System
- PRRB – Provider Reimbursement Review Board



Agenda

- User Registration & Access
- Overview of the Administration Module
- Overview of the PRRB Module
- Questions
- Resources



OH CDMS User Registration & Access

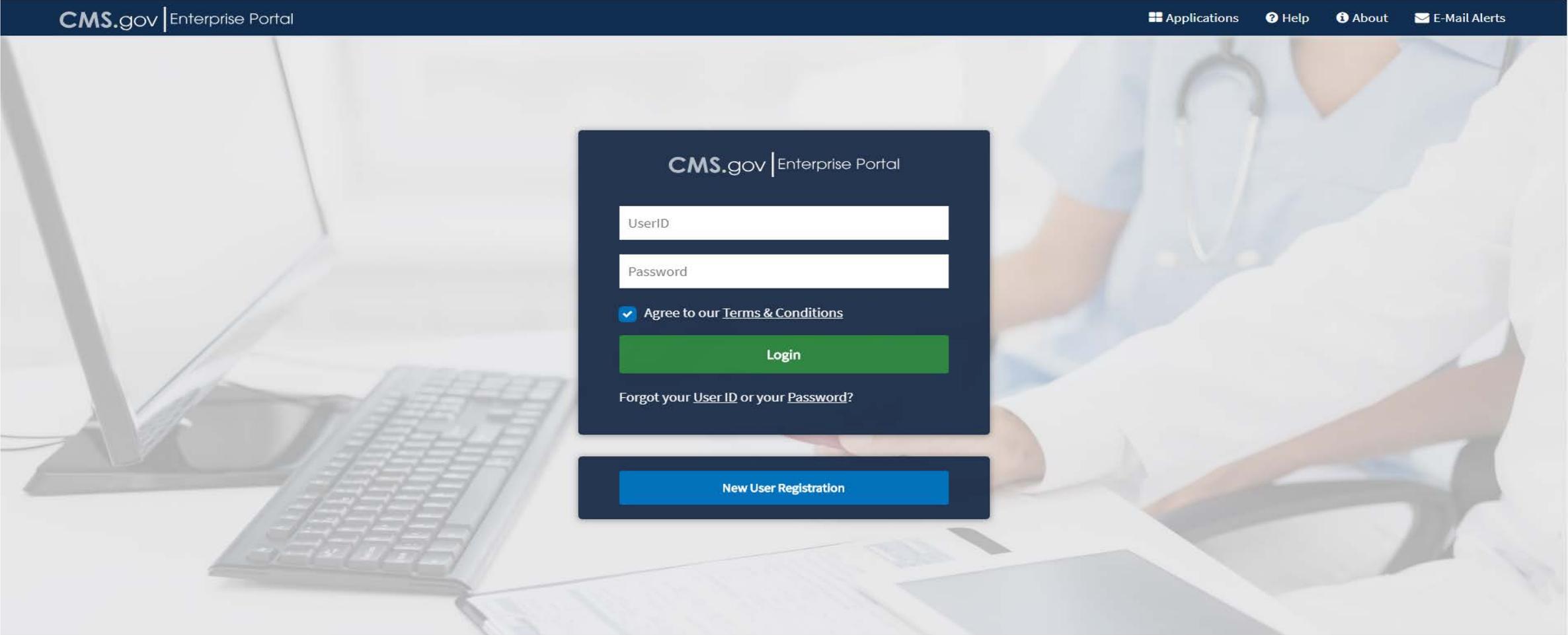


User Registration & Access

- OH CDMS will be accessible
 - through the CMS Enterprise Portal (<https://portal.cms.gov/>)
a convenient, single point of entry to numerous CMS applications, systems, and databases
 - using the CMS Enterprise Identity Management (EIDM)
ensures only authorized users can access protected information and systems



User Registration & Access



User Registration & Access

- Within the OH CDMS Community, users will be categorized as:
 - Provider
 - Parent Organization
 - Representative Organization
 - Medicare Administrative Contractor (MAC)
 - Appeals Support Contractor (ASC)
 - Hearing Office Petitioner
- Users will only be granted access to:
 - the modules applicable to their role
 - the cases authorized for their organization



User Registration & Access

Office of Hearings



Administration



PRRB



MGCRB



CMS Hearing Officer

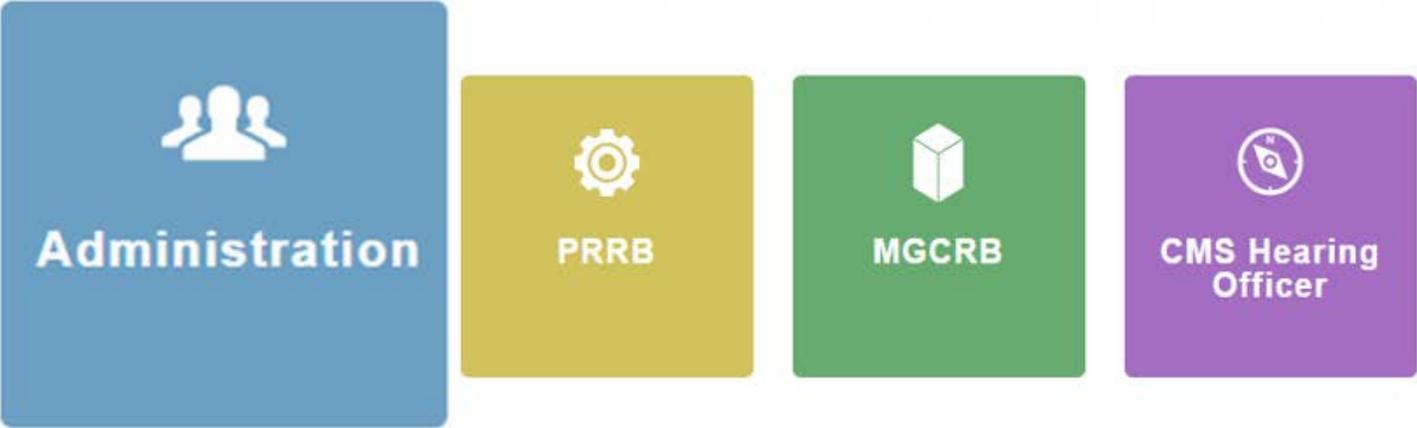


Administration Module



Administration Module

Office of Hearings



The Office of Hearings navigation menu consists of four colored rectangular buttons arranged horizontally. From left to right: a blue button with a white icon of three people and the text 'Administration'; a yellow-green button with a white gear icon and the text 'PRRB'; a green button with a white cube icon and the text 'MGCRB'; and a purple button with a white icon of a person at a desk and the text 'CMS Hearing Officer'.

- Administration
- PRRB
- MGCRB
- CMS Hearing Officer



Administration Module

Office of Hearings Case and Document Management System Administration

Active Users			
Name	Email	UserName	Actions
[Redacted]	[Redacted]	[Redacted]	Deactivate
[Redacted]	[Redacted]	[Redacted]	Self

Inactive Users			
Name	Email	UserName	Actions
[Redacted]	[Redacted]	[Redacted]	Reactivate Archive



PRRB Module



PRRB Module

Office of Hearings



The Office of Hearings navigation menu consists of four colored buttons arranged horizontally. From left to right: a blue button with a white icon of three people and the text 'Administrative'; a larger gold button with a white gear icon and the text 'PRRB'; a green button with a white cube icon and the text 'MGCRB'; and a purple button with a white icon of a person at a desk and the text 'CMS Hearing Officer'.



PRRB Module

- Parties may:
 - file appeal requests
 - upload position papers, jurisdictional documents, and other supporting documentation
 - view documents issued by Board or filed by opposing party
 - manage issues raised in individual appeals and providers participating in groups
 - request other actions such as change in representative, expedited judicial review, mediation, etc.
 - monitor case status



PRRB Home Page

CMS.gov
Centers for Medicare & Medicaid Services

2/22/2018 - 3:28:27 PM EST
Welcome PRRB User

Office of Hearings Case and Document Management System Provider Reimbursement Review Board

[Create New Appeal](#)

Open Cases

Click on a section of the pie graph for a listing of open appeals. Within the listing, the case number is a hyperlink to the referenced case.

Individual Cases

Appealed Period	Percentage
5-2 years	54.1%
5-4 years	21%
5-0 years	14.9%
10+ years	10%

Group Cases

Appealed Period	Percentage
5-2 years	40%
5-4 years	20%
5-0 years	20%
10+ years	20%

Search for Case

Enter Case Number

[Submit Search](#)

Disclaimer: Only cases open as of the launch of OH CDMS or created since that date will be available for retrieval in accordance with CMS record retention policies. You will only be able to view cases you are authorized to retrieve. If there are questions regarding any other cases, please contact the help desk.

Draft Appeals

Record ID	Provider/Group Name	Appealed Period	Period End	Date Created	
P-04506	General Hospital	FYE	09/30/2010	02/07/2018	Delete
P-04504	Memorial Hospital	FYE	09/30/2016	02/07/2018	Delete

Download Listing of Cases

[Open Individual Cases](#) [Closed Individual Cases](#) [Open Group Cases](#) [Closed Group Cases](#)



Filing New PRRB Appeals

- Select the Create New Appeal button from home page:

A blue rectangular button with the text "Create New Appeal" in white.

- Then select the appeal type from the pop-up window:



Issue-Related Information Page

Issue-Related Information

<p>Issue Title <input type="text" value="Enter Issue Title"/></p>	<p>Attach Issue Statement. <input type="button" value="Choose File"/> No file chosen <small>Note: There is a 4.8 MB limit on the file upload.</small></p>
<p>Was this issue protested on the filed cost report? <input type="radio"/> Yes <input type="radio"/> No</p>	<p>Attach Protested Item Support. <input type="button" value="Choose File"/> No file chosen <small>Note: There is a 4.8 MB limit on the file upload.</small></p>
<p>Audit Adjustment Number <input type="text" value="Enter Audit Adjustment Number"/></p>	<p>Attach Audit Adjustment Support. <input type="button" value="Choose File"/> No file chosen <small>Note: There is a 4.8 MB limit on the file upload.</small></p>
<p>Amount in Controversy <input type="text" value="\$ Enter Amount in Controversy"/></p>	<p>Attach Calculation Support. <input type="button" value="Choose File"/> No file chosen <small>Note: There is a 4.8 MB limit on the file upload.</small></p>

Other Uploads
Attach other issue-related documents not identified above that are necessary to support jurisdiction in this case.

Document Type	Document Name
No documents to display.	



Case Issues Page

Case Contacts **Case Issues** Case Actions Case History

Case Number: 18-0101
Case Name: General Hospital (99-0101), FYE 12/31/2016

Case Issues

Actions	Issue No	Issue Title	Determination Type	Date of Final Determination	Audit		Issue Status		View Uploads
					Adjustment Number	Amount In Controversy	Status	Date	
Transfer Withdraw	1	DSH - Medicaid Eligible Days	Notice of Program Reimbursement (NPR)	04/18/2018	53	\$ 100,000	Open		View Uploads
	2	DSH - Medicare Part C Days	Notice of Program Reimbursement (NPR)	04/18/2018	54	\$ 150,000	Transferred to 18-0117G	8/19/2018	View Uploads
	3	Bad Debts - Collection Effort	Notice of Program Reimbursement (NPR)	04/18/2018	62	\$ 41,000	Withdrawn	8/19/2018	View Uploads
Transfer Withdraw	4	Outliers	Notice of Program Reimbursement (NPR)	04/18/2018	None - Protested	\$ 10,000	Open		View Uploads

[Add Issue](#)



Case Actions Page – Case Actions Table

Case Contacts Case Issues **Case Actions** Case History

Case Number: 18-0158
Case Name: Lehigh Valley Hospital (39-0133), FYE 12/31/2017

Case Actions

Date Requested	Notification Type	Document Type	Owner	Date Due	Action
08/10/2018	Case Acknowledgement and Critical Due Dates	Preliminary Position Paper/PISO	Provider	04/06/2019	Respond
08/10/2018	Case Acknowledgement and Critical Due Dates	Preliminary Position Paper	MAC	08/04/2019	
08/10/2018	Notice of Hearing	Final Position Paper	Provider	05/12/2020	Respond
08/10/2018	Notice of Hearing	Final Position Paper	MAC	06/11/2020	
08/10/2018	Notice of Hearing	Responsive Position Paper (Optional)	Provider	07/11/2020	Respond
08/10/2018	Notice of Hearing	Witness List	Provider	07/11/2020	Respond
08/10/2018	Notice of Hearing	Witness List	MAC	07/11/2020	
08/10/2018	Notice of Hearing	Additional Copies of Final Position Paper	Provider	07/31/2020	Respond
08/10/2018	Notice of Hearing	Additional Copies of Final Position Paper	MAC	07/31/2020	
08/10/2018	Live Hearing Date		Provider	08/10/2020	



Case Actions Page – Case Correspondence

08/02/2018	Notice of Hearing	Witness List	MAC	07/11/2021
08/02/2018	Notice of Hearing	Additional Copies of Final Position Paper	Provider	07/31/2021 Respond
08/02/2018	Notice of Hearing	Additional Copies of Final Position Paper	MAC	07/31/2021

Case Correspondence

Select One ▼

Select One

Report Legacy Information

Withdraw Case

Change Representative

Change MAC

Expedited Judicial Review

Administrative Resolution

Withdraw Issue(s) - Agreement to Reopen

Mediation Request

Reconsideration

Other

[Proceed](#)

[PRRB Home Page](#)

You are accessing a U.S. Government information system, which includes 1. this computer, 2. this computer network, 3. all computers connected to this network, and 4. all devices and storage media attached to this network or to a computer on this network.



Legacy Cases

- Legacy cases are appeals that were opened prior to OH CDMS going live
 - This includes all appeals with a case number of 18-1577 or earlier
- Legacy cases do not contain determination and issue-related documentation within the system



Legacy Cases

Via system e-mail 11/2/2018:

When OH CDMS went live on August 16, 2018, the PRRB migrated all active case data to the OH CDMS. However, the PRRB's prior case management system was a database only and therefore did not contain any of the submitted documentation (for example, the Notice of Program Reimbursement, issue statements, etc.).

To benefit more fully from the operation of OH CDMS, users may populate OH CDMS with documentation relating to the open issues residing in their individual cases. The PRRB encourages Providers to take advantage of this OH CDMS function because Providers that update the system with this information will have real time access to view and manage their issues (e.g., transfer or withdraw issues) with instant verification.

When taking advantage of this existing feature, it is important to remember to maintain the system's integrity by accurately entering the information from the original hard copy materials previously submitted to the Board. For example, you may not add to or expand on the issues reflected in the relevant appeal request/add-issue request. Further, please do not enter any issues that are no longer active within a case (e.g., previously transferred, resolved, withdrawn, dismissed, or otherwise decided).



Transfer Issue Page

Transfer Issue

Issue Details

Issue Title	Audit Adjustment Number	Amount in Controversy	
Outliers	None - Protested	\$ 10,000	View Uploads

Group Case Number

[Retrieve](#)

Note: Enter the group case number to which the issue is being transferred. Select the retrieve button to verify the group name associated to the entered case number.

I certify that this issue is not pending in any other appeal for the same period and provider, and has not been adjudicated, withdrawn, or dismissed from any other PRRB appeal.

I certify that I have reviewed the regulations at 42 C.F.R. § 405.1837, the Board Rules and consulted with the Representative of the group case to which this issue is being transferred. I have a good faith belief that this transfer request meets the single common issue requirement for a group appeal.

I certify to the best of my knowledge that there are no other providers to which this provider is related by common ownership or control that have a pending request for a Board hearing on this issue for a cost reporting period that ends in the same calendar year covered in this request. See 42 C.F.R. § 405.1835(b)(4)(i).

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



All Government Contractors Are On Board

Via system e-mail 11/2/2018:

- All of the government contractor organizations that participate in appeals before the PRRB (the Medicare Administrative Contractors (“MACs”), the Cost Report Audit and Appeals Contractor (“CRAA”), and the Appeals Support Contractor (“ASC”)) are now registered within the Office of Hearings Case and Document Management System (“OH CDMS”). Following each provider submission, OH CDMS automatically generates a notification to the government contractor(s). The system-generated notice for portal-based submissions will fulfill the requirement for service on the Medicare contractors, and accordingly, representatives utilizing OH CDMS will no longer be required to send an additional carbon copy (paper or electronic) to the relevant contractor(s). See Board Rule 3.4.



Questions & Resources



Resources

OH CDMS Help Desk

OH CDMS Help Desk

Phone: 1-833-783-8255

Email: Helpdesk_OHCDMS@cms.hhs.gov

Hours of Operation:

Monday – Friday (excluding federal holidays)

7:00 a.m. – 8:00 p.m. Eastern Time

Close



Resources

- PRRB Electronic Filing Webpage:

<https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html>

- PRRB Rules:

<https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/PRRB-Instructions.html>

- PRRB General Email Box:

PRRB@cms.hhs.gov



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