

Parts C and D Appeals – Insights from MAXIMUS



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Medicare Parts C and D Appeals Insights from MAXIMUS

- Part C Dismissal Reviews
- Part D Auto-forwarded Appeals
- Using MAXIMUS Websites

Opportunities for Improvement

- Part C Notices of Dismissal do not always include enough information to connect them to the correct appeal request and case file
- Auto-forwarded Part D case files are not always complete and/or accurate
- Plans are not routinely monitoring the status of appeal cases

Presentation Goals

Following the presentation, participants will be able to:

- Issue Notice of Dismissal of Appeal Request forms that facilitate identification of the correct appeal request and case file
- Assemble and submit accurate, complete case files when auto-forwarding Part D Appeals to MAXIMUS
- Utilize the MAXIMUS websites to monitor the status of appeal cases

Part C Dismissal Reviews

- Plan issues Notice of Dismissal of Appeal Request
- Appellant asks MAXIMUS to review
- MAXIMUS requests case file from plan
- Plan submits case file to MAXIMUS within 24 hours of request receipt
- Review begins when case file is received

Part C Dismissal Reviews (Cont.)

Notice of Dismissal of Appeal Request



Date: _____

Enrollee's Name: _____ Enrollee ID Number: _____

(Insert Non-contract Provider Name, if applicable.) _____

Health Plan Name/Medicare Contract Number: _____

Health Plan Contact Fax Number: _____

➤ We dismissed the appeal request you filed on _____
(Insert date request received by the plan.)

➤ We can't process your appeal request because:
(Instructions: Use the space below to explain the specific reason for dismissal and what is missing from the request (e.g., lack of an appointment of representation (AOR) form, lack of waiver of liability (WOL) for a request filed by a non-contract provider). See Chapter 13 of the Medicare Managed Care Manual for

Part D Auto-forwarded Appeals

- Verify accuracy of information contained in Case File Transmittal
- Always provide EOC and formulary via CD
- Please contact the Maximus Part D Project Director, Marc Remillard, when sending in excess of fifty appeals

Using the MAXIMUS Websites

Using the MAXIMUS websites, you can:

- Monitor appeal cases
- Monitor effectuations
- Check regulations and other resources
- Review health plan data

Part C: www.medicareappeal.com

Part D: www.medicarepartdappeals.com

Using the MAXIMUS Websites (Cont.)



Using the MAXIMUS Websites (Cont.)

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Medicare Part D Appeals

[Home](#) [Part D Enrollees](#) [Prescribers/Pharmacists](#) [MA-PD/PDP Plans](#) [Laws and Regulations](#) [Medicare Links](#) [Resources](#)

Appeal Search

- 1) Enter the Appeal Number or Plan Contract Number
- 2) Select Date type to search
- 3) Enter Start Date and End Date
- 4) Click the Search button

Appeal Number: Example: 1-123456789

-OR-

Plan Contract #: Example: H9999

Search Date Type: IRE Request Received Date or IRE Decision Date

Start Date:

End Date:

Important note: Data is refreshed on daily basis between 8 am and 10 am EST. During this time period you may get partial search results while the data refresh is loading

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[Back to Search](#)

Appeal Search Results

Click column header to sort by column

Plan Contract Number:

Start Date:

Total Results: 1

Appeal Number: 1-XXXXXXXXXX

End Date:

Last Update: 8/7/2015 10:57:00 AM

Appeal Number	Plan Contract Number	Request Recieved Date	Appeal Priority	Request Type	Date Case File Requested From Plan	Date Case File Received From Plan	Tolling Extension (Y/N)	Recon Decision	Reopen Decision	ALJ Decision	Last Decision Date
1-XXXXXXXXXX	HXXXX	6/1/2015	Expedited	Fax	6/1/2015		N	Fully Reverse Plan	N/A	N/A	6/4/2015

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Using the MAXIMUS Websites (Cont.)



Using the MAXIMUS Websites (Cont.)

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Medicare Managed Care Appeals

Home Medicare Enrollees Health Plans Laws & Regulations Researchers/Data Medicare Links Newsletters/Resources

- Medicare Appeals and Your Rights
- Quality of Care Concerns
- Who Can Help with Your Appeal
- Obtain a Copy of Your Case File
- Search for Your Appeals Case
- How to Request an ALJ Hearing

Attention Medicare Health Plans- Updated Medicare Advantage Process Manual, Appendix, Reconsideration Background Data Form, and Dismissal Case File Data Form are now available under the 'Health Plans' section. Plans should begin using the new Reconsideration Background Data Form for appeals submitted to MAXIMUS Federal Services effective 1/1/2015. For dismissal review cases files submitted to MAXIMUS upon request after 1/1/14, health plans must use the Dismissal Case File Data Form.

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Medicare Advantage Medicare Advantage Process Manual
PACE Appendix
Cost and HCPP Key Contact Form
Search Effectuation Data CMS Website
Search for Your Appeals Case Medicare Managed Care Manual

Attention Medicare Health Plans- Updated Medicare Advantage Process Manual, Appendix, Reconsideration Background Data Form, and Dismissal Case File Data Form are now available under the 'Health Plans' section. Plans should begin using the new Reconsideration Background Data Form for appeals submitted to MAXIMUS Federal Services effective 1/1/2015. For dismissal review cases files submitted to MAXIMUS upon request after 1/1/14, health plans must use the Dismissal Case File Data Form.

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Effectuation Case Search

1) Enter your Case Number or Contract Number
2) Select which Date to search by
3) Enter Start Date and End Date
4) Click the Search button

Case Number: Example: 1-123456789

-OR-

Contract #: Example: H9999

Search By Date: Decision Date, Compliance Notice Receipt Date, Date Effectuated

Start Date:

End Date:

Important note: Data is refreshed on daily basis between 8 am and 10 am EST. During this time period you may get partial search results while the data refresh is loading

Definitions:

Case Number - The number assigned by the Medicare Appeal System (MAS) to the Level 2, or Level 3 appeal.
Proceeding Type - Indicates if the appeal is a Level 2 Reconsideration, Reopening, or ALJ.
Decision Date - The date the IRE or ALJ rendered its decision.
Decision - Indicates the type of Decision made by the IRE or ALJ.
Compliance Notice Receipt Date - The date the IRE receives notice from the plan indicating they have effectuated the appeal.
Date Effectuated - The date indicated by the plan that they have approved/paid for the item/service at issue in the appeal.

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[Back to Search](#)

Effectuation Search Results

[Click column header to sort by column](#)

Contract Number: HXXXX

Start Date: 07/06/2015

Total Results: 5

Case Number:

End Date: 07/10/2015

Last Update: 8/12/2015 10:55:00 AM

Case Number	Proceeding Type	Decision Date	Decision	Compliance Notice Receipt Date	Date Effectuated
1-XXXXXXXXX9	Recon	7/6/2015	Partly Overturn MCO Denial	7/13/2015	7/9/2015
1-XXXXXXXXX8	Recon	7/6/2015	Overturn MCO Denial	7/10/2015	7/9/2015
1-XXXXXXXXX5	Recon	7/2/2015	Partly Overturn MCO Denial	7/10/2015	7/7/2015
1-XXXXXXXXX2	Recon	7/2/2015	Overturn MCO Denial	7/10/2015	7/6/2015
1-XXXXXXXXX1	Recon	6/30/2015	Partly Overturn MCO Denial	7/7/2015	7/6/2015

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Data

1997-1998 Data
1999 Data
2000 Data

Medicare HMO/CMP Reconsideration Data: 1997-1998(Word 97)
Medicare HMO/CMP Reconsideration Data: 1997-1998(RTF - Rich Text Format)

DESCRIPTION OF THE 1999 DATA
Medicare Recon Data: 1999(Word 97)
Medicare Recon Data: 1999(RTF- Rich Text Format)

DESCRIPTION OF THE 2000 DATA
Medicare Recon Data: 2000(Word 97)

DESCRIPTION OF THE 2001 DATA
Medicare Recon Data: 2001

DESCRIPTION OF THE 2002 DATA
Medicare Recon Data: 2002

DESCRIPTION OF THE 2003 DATA
Medicare Recon Data: 2003 (pdf format)

DESCRIPTION OF THE 2004 DATA
Medicare Recon Data: 2004 (pdf format)

Medicare Parts C and D Appeals

Insights from MAXIMUS



Contacting MAXIMUS

Questions about appeals or processes:

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Thank You!