Alternative Method to Request Change of Representative

Within the Office of Hearings Case and Document Management System (“OH CDMS”) most correspondence is to be submitted from the Case Correspondence tab within the impacted case. The ability to access to this tab is limited to the current representative of the case, but OH CDMS now permits an alternative method for a newly appointed representative to submit a change of representative request from the PRRB Home Page.

PRRB Home Page

1. Select the Case Correspondence button.

Figure 1: PRRB Home Page – Case Correspondence Button

2. A Case Correspondence pop-up window is displayed. Select the Change Representative button.

Figure 2: Case Correspondence Button Pop-Up Window
3. From the Change Representative page enter the Case Number. If the impacted case is a group appeal, ensure the case number includes the appropriate G or GC suffix.

![Figure 3: Alternate Change Representative Page – Enter Case Number](image)

4. Select the **Retrieve** button to retrieve the Case Name. Ensure the identified case is listed as expected.

![Figure 4: Alternate Change Representative Page – Retrieve Case Name](image)

5. Start typing the new **Representative Organization** name in the field and select from the predictive drop-down menu. Select a **Representative Contact** from the drop-down
menu that is based on the selected representative organization. The contact’s full information will be displayed for reference and confirmation.

![Figure 5: Alternate Change Representative Page – Enter Representative Information](image)

6. Select the **Upload** button to attach the new Representation Letter(s). For an individual case there is a single upload. For a group case, a letter must be submitted for each provider participating in the group, so there is a multiple upload option.

![Figure 6: Alternate Change Representative Page – Upload Representative Letter(s)](image)

7. Select the **Submit** button. While a traditional change of representative request is effective immediately, this alternative method is subject to further review of the supporting representation letter(s) by the Office of Hearings.