



Office of Hearings Case and Document Management System (“OH CDMS”)

Medicare Advantage Risk Adjustment Data Validation (“MA RADV”) Module

External User Manual

Version 1.0

April 8, 2025

Section 508
Compliant





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1. Introduction

This user manual provides step-by-step instructions for external users (appellants, representatives, and respondents) using the Medicare Advantage Risk Adjustment Data Validation Program (“MA RADV”) 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”)**: 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, Reconsideration 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 MA RADV 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 MA RADV module.

1.3.1 Government Authorized Use of MA RADV 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 Takes 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.

While OH prefers the MA organization to redact medical records, OH will accept unredacted records if the MA organization believes that redacting the records would be overwhelmingly burdensome. For all materials other than medical records (e.g., brief, motion, or exhibit), OH expects each party to carefully review their documents to ensure that they do not contain items such as patient names, Social Security Numbers, patient and family addresses or other identifying information. Unless unredacted PHI/PII is (1) necessary to support the party’s position, or (2) redaction of PHI/PII is determined to be overwhelmingly burdensome, OH requests that it not be included in filings.

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 MA RADV 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 • Google Chrome 17.0 or higher, Mozilla Firefox 15.0
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 • Google Chrome 17.0 or higher; Mozilla Firefox 15.0
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.

- Medicare Advantage Organization (“MA Organization” or “MAO”)
- Representative (external legal or consulting firm representing the MAO)

- Respondent (government agency defending appealed determination)

Note: The screen prints and capabilities in this manual are primarily applicable to MAOs and 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 Salesforce Enterprise Integration (“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 MA RADV 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.

Error! Reference source not found. presents 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 **MA RADV** tile to navigate to the MA RADV module, review **The Information System** and **Consent to Monitoring** sections at the bottom of the landing page.

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



1/15/2025 - 2:36:57 PM EST

Welcome **Katina Miller- Rep** ▼

Office of Hearings Case and Document Management System

Introduction:

The 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 ("MGCRCB"):** hospital applications to request geographic redesignation to an alternative payment area pursuant to 42 C.F.R. § 412, Subpart L;
- The Medicare Advantage ("MA") Risk Adjustment Data Validation ("RADV"):** MA organization appeals of a reconsideration official's decision regarding an MA organization's medical record review determination and/or RADV payment error calculation pursuant to 42 C.F.R. § 422; and 311; and
- The 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, Reconsideration Official, or Presiding Officer.

Access to the various modules is granted as needed based on role. Access to specific cases is limited to the parties of each case.


Administration


PRRB


MGCRCB


MA RADV


Hearing Officer

The Information System:

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.

This information system is provided for U.S. Government-authorized use only.

Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:
 You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.

Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

Consent to Monitoring:

By logging onto this website, you consent to be monitored. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sections 1001 and 1030. We encourage you to read the [HHS Rules of Behavior](#) for more details.

CMS will safeguard the information provided to us in accordance with the Privacy Act of 1974, as amended (5 U.S.C. Section 552a). For more information, please see the [CMS Privacy Policy](#).

Technical and Accessibility Issues: Please contact the Office of Hearings Case and Document Management System Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov. If you are using Internet Explorer, please make sure the browser you are using is IE 9 or higher, before attempting to navigate through this site. Prior versions of IE are not supported by this system.



A federal government website managed by the Centers for Medicare & Medicaid Services
7500 Security Boulevard, Baltimore, MD 21244



Figure 1: OH CDMS Landing Page

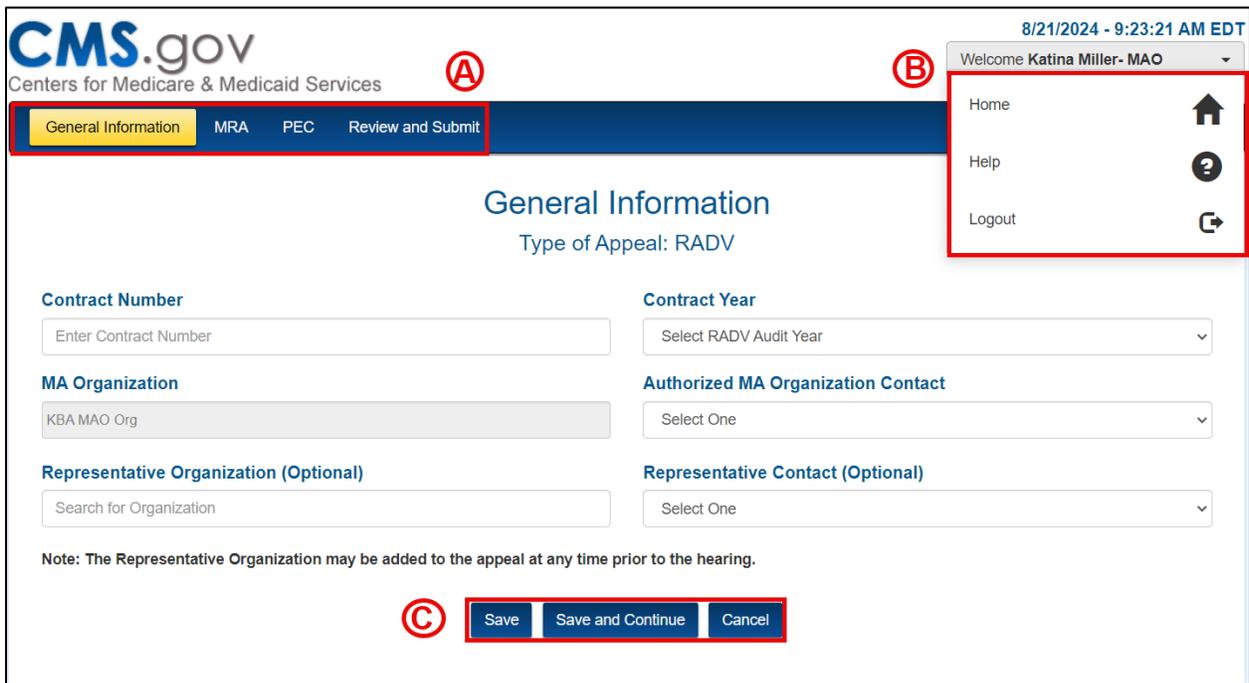
2.3 MA RADV Module Organization and Navigation

The following subsections describe various organization and navigation components of the MA RADV 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 MA RADV module include various tools to navigate the site. Refer to the items listed below and where they correspond in *Figure 2: MA RADV Module with Navigation Options*.

- A. **Navigation Bar** with **General Information**, Medical Record Appeal (“**MRA**”), Payment Error Calculation (“**PEC**”), and **Review and 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 and Continue**, and **Cancel**).



The screenshot shows the CMS.gov website interface for the MA RADV module. At the top left is the CMS.gov logo and the text 'Centers for Medicare & Medicaid Services'. To the right, the date and time '8/21/2024 - 9:23:21 AM EDT' are displayed, along with a user welcome message 'Welcome Katina Miller- MAO' and a dropdown menu containing 'Home', 'Help', and 'Logout' options. Below the header is a navigation bar with four tabs: 'General Information' (highlighted in yellow), 'MRA', 'PEC', and 'Review and Submit'. The main content area is titled 'General Information' and shows 'Type of Appeal: RADV'. There are several input fields: 'Contract Number' (text input), 'Contract Year' (dropdown menu), 'MA Organization' (text input with 'KBA MAO Org' selected), 'Authorized MA Organization Contact' (dropdown menu), 'Representative Organization (Optional)' (text input), and 'Representative Contact (Optional)' (dropdown menu). A note states: 'Note: The Representative Organization may be added to the appeal at any time prior to the hearing.' At the bottom, there are three action buttons: 'Save', 'Save and Continue', and 'Cancel'.

Figure 2: MA RADV Module with Navigation Options

Table 2: Standard Action/Navigation Buttons presents the function of standard action and navigation buttons in the MA RADV module.

Table 2: Standard Action/Navigation Buttons

Button	Function
Cancel	Removes all input information since last save
Certify and Submit	Saves the current state of fields within the appeal and electronically sends the appeal to the Hearing Officer for review; displayed only on the Review and Submit page
Close	Closes the current window
Help	Provides help on the current page
Home	Navigates to the MA RADV module home page
Logout	Logs the current user out of OH CDMS
Previous	Saves the current state of fields within the appeal and navigates to the prior page of the appeal; displayed on appeal pages after the General Information page
Save	Saves the current state of fields within the appeal and refreshes the current page
Save and Continue	Saves the current state of fields within the appeal and navigates to the next page
Upload	Uploads the selected file

2.3.2 User Interface

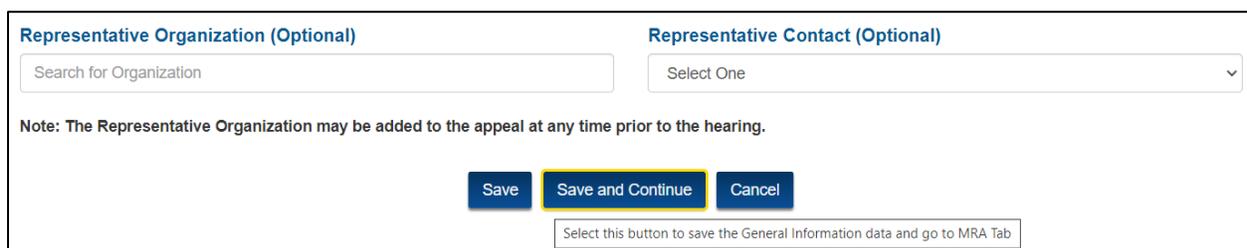
The following subsections describe the various components of the MA RADV module user interface (“UI”).

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.



The screenshot shows a form with two optional fields: "Representative Organization (Optional)" with a search input, and "Representative Contact (Optional)" with a dropdown menu. Below these fields is a note: "Note: The Representative Organization may be added to the appeal at any time prior to the hearing." At the bottom of the form are three buttons: "Save", "Save and Continue", and "Cancel". A tooltip is visible over the "Save and Continue" button, containing the text: "Select this button to save the General Information data and go to MRA Tab".

Figure 3: Sample Hover Message

2.3.2.3 Predictive Text Fields

Throughout the MA RADV module, there are several 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.

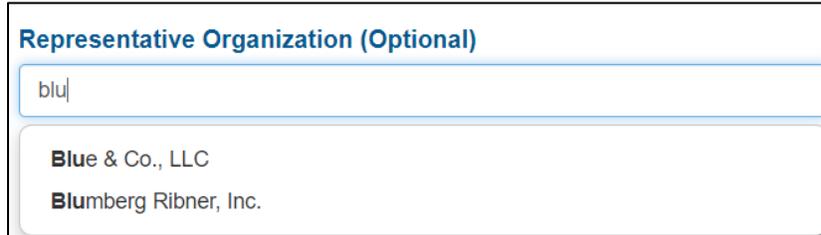


Figure 4: Predictive Text Field

2.3.2.4 Confirmations

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

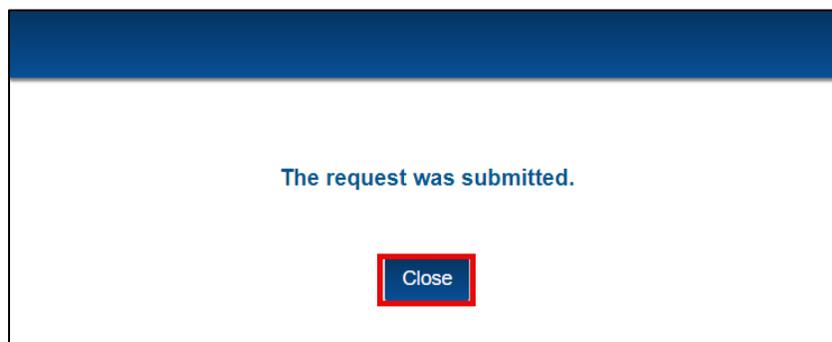


Figure 5: Submission Confirmation Message

Following a party's submission, both parties receive an email with a detailed Confirmation of Filing/Submission ("CFS") document attached. A CFS is an electronic receipt of data entered and documents uploaded for actions taken in the MA-RADV module. The MA RADV module stores the document on the Case History page for reference.

2.4 Upload and Submit Supporting Documents

Throughout the MA RADV 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 MA RADV module:

1. Select the **Upload** button beneath the document you are uploading.

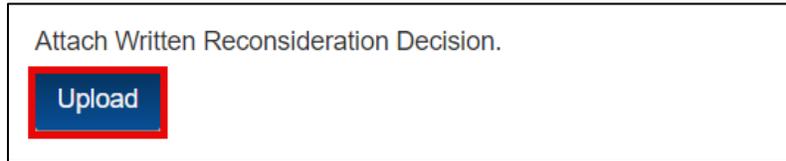


Figure 6: Upload Button

2. A pop-up window is displayed prompting you to choose a file. Select the **Choose File** button and your file directory will be displayed.

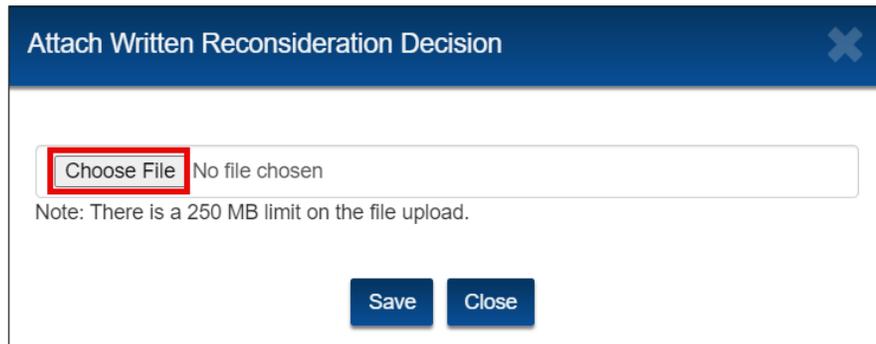


Figure 7: Choose File Button

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

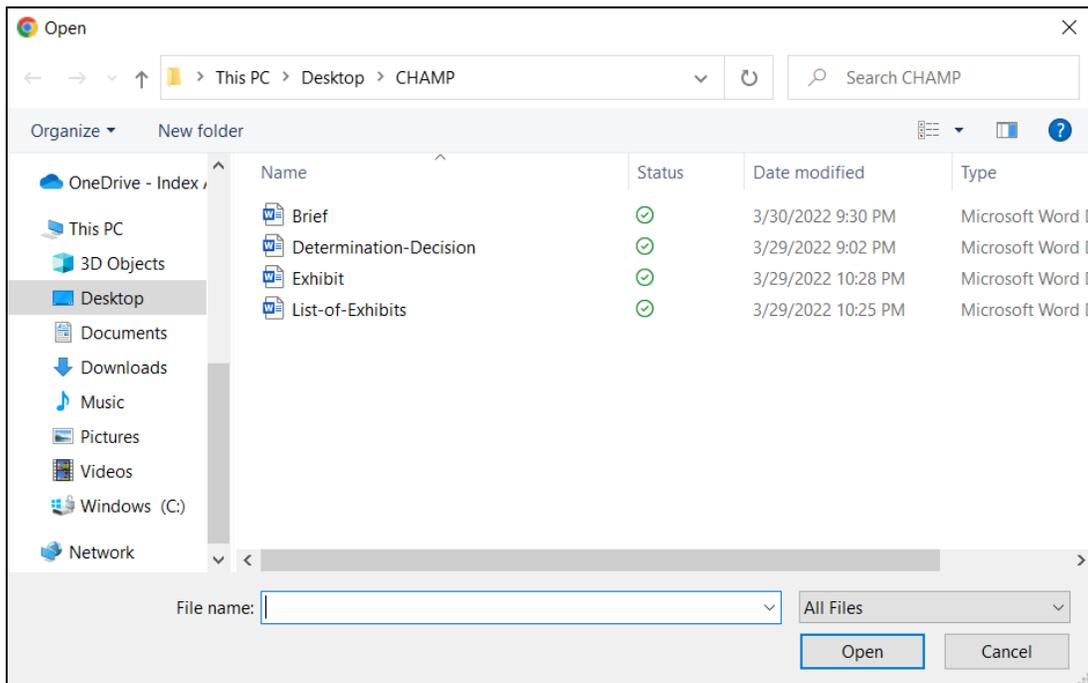


Figure 8: File Directory

3. Select the desired file from the list. The file name is displayed in the **File name** field.

Note: The file name is limited to 40 characters.

4. Select the **Open** button. Your file is displayed in the **Choose File** field within the Attach Document pop-up window.

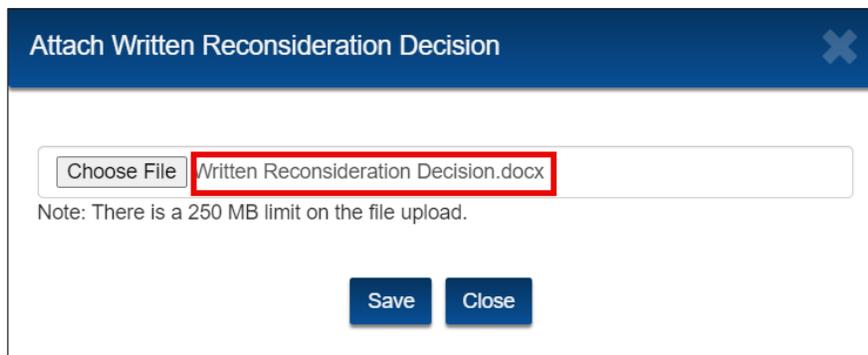


Figure 9: Uploaded File

5. Select the **Save** button to complete the upload and close the pop-up window.

Note: If a file is not selected, an Error message is displayed in the pop-up window.

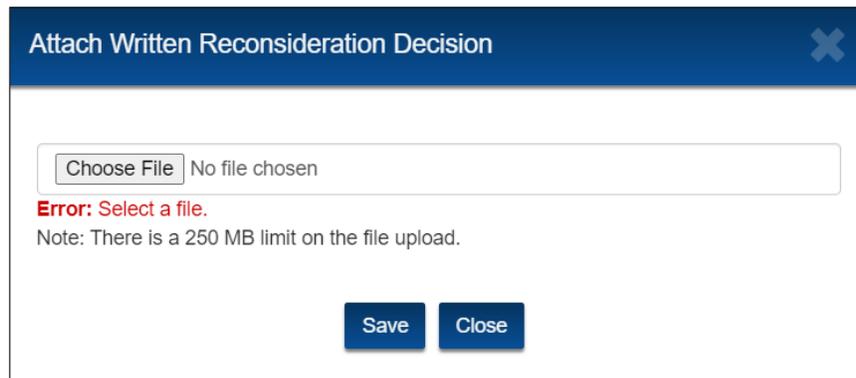


Figure 10: Upload Error

6. Repeat steps 1-5 for each document.

2.4.2 Removing and Replacing Files before Submission

If you determine that an incorrect document was uploaded, you may remove or replace the file prior to submission.

For documents displayed in a document summary table, select the **Remove** button in the action column to delete the document. Select the **Upload** button to upload a corrected document.



Figure 11: File Upload - Remove Button

For files that are displayed as stand-alone documents, the prior **Upload** button changes to a **Replace** button after the initial upload.

1. Select the **Replace** button and follow the instructions for uploading a file.



Figure 12: Replace Button

Note: Files cannot be removed or replaced after they are submitted to OH.

2.4.3 Saving Documents

Review the document summary table to ensure all the necessary document(s) appear and are correct. Select the **Save and Continue** button to move to the next page. Select the **Save** button to save the documents and remain on the current page.



Figure 13: Save and Continue Button

If you do not upload all required documents, you will receive an error message on the Review and Submit page.

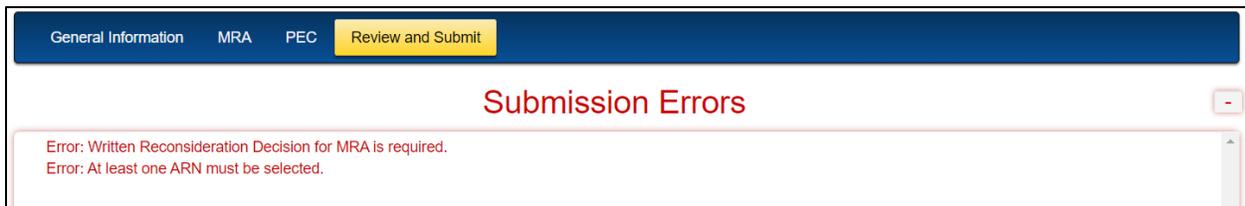


Figure 14: Sample Medical Record Appeal Submission Errors

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 MA RADV module does allow, however, for multiple uploads of the same document type for certain items.

2.4.4.2 File Name

The file name is limited to 40 characters.

2.4.4.3 Removal of Submitted Files

Documents cannot be removed or replaced once they have been submitted to OH.

2.4.5 View Documents After Submission

Users can view previously submitted documents within the **Appeal Information** or **Case History** tabs.

2.4.5.1 Appeal Information Tab – Medical Record Appeal

Note: A Medical Record Appeal (“MRA”) is synonymous with Medical Record Review Determination (“MRRD”).

1. Under Appeal Reference Numbers (“ARNs”) Appealed, select a hyperlink for an ARN (an 8-digit number).

ARNs Appealed					
ARN 	Enrollee ID	Eligible HCC	HCC Label	Status	MA Organization Material Response 
H0156_1	489864_81	HCC161	Traumatic Amputation	Decided	✓
H0156_2	620854_68	HCC2	Septicemia/Shock	Decided	✓

Figure 15: Select ARN Hyperlink

2. The ARN Details pop-up window is displayed showing the MA Organization Materials available.

ARN H0156_1 Details

ARN:	H0156_1	Enrollee ID:	489864_81
Eligible HCC:	HCC161	HCC Label:	Traumatic Amputation
Status:	Decided	ICD Code:	12345
Justification:	Test		

MA Organization Materials

Document Type	Document Number	Document Name
Brief		TEST.docx
Medical Record	P - 1	TEST.docx

CMS Response

CMS relies upon the Reconsideration Official's written determination as its response for this ARN.

MA Organization Reply

Document Type	Document Number	Document Name
Brief		TEST.docx

Figure 16: ARN Details Pop-Up Window

3. Under Document Name, select each document hyperlink to view the document.
4. Repeat steps 1 through 3 for each ARN.

2.4.5.2 Appeal Information Tab – PEC

1. Select the **View Uploads** button.

Payment Error Calculation:		
Status	Submitted Date	
Open	12/16/2024	View Uploads

Figure 17: View Uploads

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

View Documents	
Document Type	Document Name
MA Organizations PEC - 1	TEST.docx
Written Reconsideration Decision-PEC	TEST.docx

[Close](#)

Figure 18: View Documents Pop-Up Window

3. Select a document link in the Document Name column to view the file in a separate window.

2.4.5.3 Case History Tab

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

Case History			
Date	Organization	Action	
08/20/2024	KBA MAO Org	Appeal Submitted - (V24-11-00021)	View Documents

[RADV Home Page](#)

Figure 19: View Documents Button

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

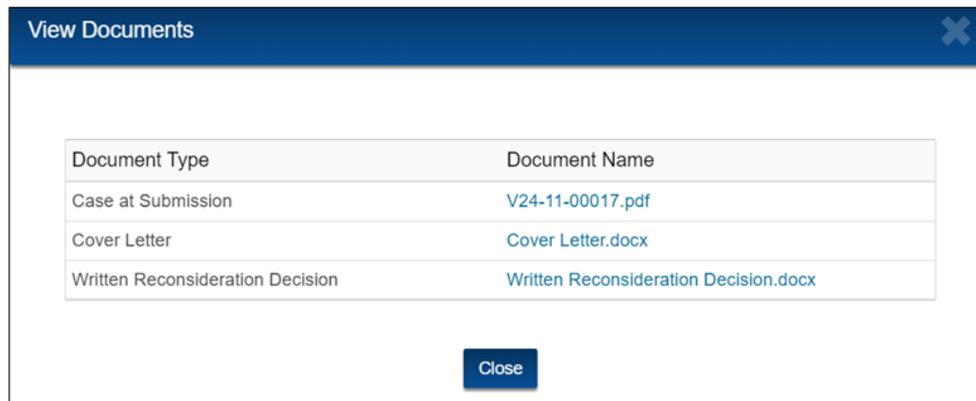


Figure 20: View Documents Pop-Up Window

3. Select a document link in the Document Name column to view the file in a separate window.

2.4.5.4 Anti-Virus Scanning Errors

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 via telephone at 1-833-783-8255 or email at helpdesk_ohcdms@cms.hhs.gov. Refer to *Section 5.1 – Help Desk Support* for further instructions.

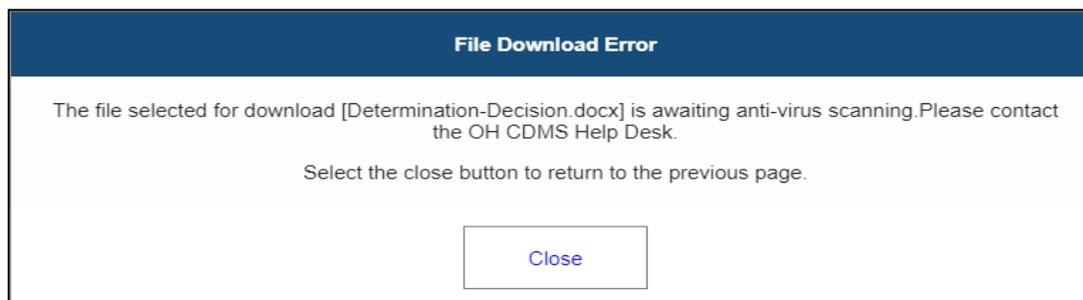


Figure 21: Anti-Virus Scanning File Download Error

3. Using the System

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

3.1 MA RADV Module Home Page

Upon selecting the **MA RADV** tile from the OH CDMS landing page, the MA RADV module is displayed. The home page includes the following features:

- **Select Case Type** field with a drop-down menu
- **Download** button
- **Create New Appeal** button
- **Open Cases** table
- **Draft Appeals** table
- **Search for Closed Cases** field with **Submit Search** button

Office of Hearings Case and Document Management System MA RADV Appeals

Select Case Type

RADV Appeal ▾

Download

Create New Appeal

Open Cases

Docket Number	Organization Name	Contract Number	Contract Year	Date Submitted
V24-11-00017	KBA MAO Org	H0151	2011	7/26/2024

Draft Appeals

Draft Appeals Count: 7

Record ID	Organization Name	Contract Number	Contract Year	Date Created	Delete
H-00053	KBA MAO Org	H0151	2012	08/13/2024	<div style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 4px;">Delete</div>
H-00052	KBA MAO Org	H0151	2012	08/13/2024	<div style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 4px;">Delete</div>
H-00045	KBA MAO Org	H0151	2011	07/26/2024	<div style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 4px;">Delete</div>
H-00043	KBA MAO Org	H0151	2011	07/26/2024	<div style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 4px;">Delete</div>
H-00039	KBA MAO Org	H0151	2011	07/26/2024	<div style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 4px;">Delete</div>
H-00037	KBA MAO Org	H0151	2011	07/25/2024	<div style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 4px;">Delete</div>
H-00031	KBA MAO Org	H0151	2011	07/25/2024	<div style="background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 4px;">Delete</div>

Search for Closed Cases

Enter Docket Number

Submit Search

Figure 22: MA RADV Module Home Page

3.1.1 Select Case Type Field

The **Select Case Type** drop-down menu is auto-populated with **RADV Appeal** in the selection box. There is no further action required.

Select Case Type

RADV Appeal ▾

Figure 23: Select Case Type Field

3.1.2 Download Button

The **Download** button may be used to generate an Excel spreadsheet that lists all MA RADV Appeal cases for which your organization has access.

Follow these steps to download the case listing:

1. Select the **Download** button.



Figure 24: Download Button

2. A Google Chrome download pop-up window is displayed in the top right-hand portion of the page.

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



Figure 25: MA RADV Module Download Pop-Up Window (Google Chrome)

3. Select the downloaded file and open the Excel spreadsheet.

Note: A warning message is displayed when opening the downloaded file because the Microsoft® product is receiving data from a non-Microsoft® platform. Select the **Yes** button to open the file.

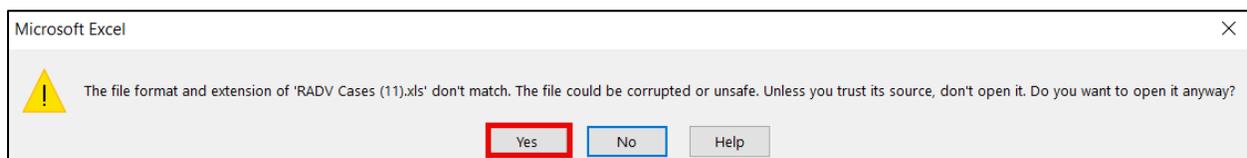


Figure 26: Excel File Download Error

- You may sort the columns and modify the data as you deem appropriate.

RADV Cases					
Docket Number	Organization Name	Contract Number	Contract Year	Date Submitted	Case Status
V24-11-00017	KBA MAO Org	H0151	2011	7/26/2024	Submitted

Figure 27: Sample of MA RADV Module Downloaded Case Listing

3.1.3 Create New Appeal Button

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 a new appeal.

3.1.4 Open Cases Table

The **Open Cases** table displays a list of all open cases for which your organization has access. Select the blue hyperlink in the Docket Number column to open the case.

Open Cases				
Docket Number	Organization Name	Contract Number	Contract Year	Date Submitted
V24-11-00017	KBA MAO Org	H0151	2011	7/26/2024

Figure 28: Open Cases Table

Note: An MA Organization may only have one appeal per contract number and contract year combination. If you experience any difficulties, contact the Help Desk at Helpdesk_OHCDMS@cms.hhs.gov.

3.1.5 Draft Appeals Table

The **Draft Appeals** table displays a list of all draft cases for which your organization has access that have been created but not yet submitted.

The MA RADV module provides you with the ability to delete cases that appear in this table or to complete and submit the draft case.

1. Select the **Delete** button to delete the draft case.
2. Select the **Record ID** link in the table to open the draft case to complete and submit it.

Note: Once a case is submitted for review, it will no longer be displayed on this list, and it may no longer be edited or deleted. The newly submitted case will appear in the Open Cases table.

Draft Appeals					
Draft Appeals Count: 7					
Record ID	Organization Name	Contract Number	Contract Year	Date Created	Delete
H-00094	KBA MAO Org	H0153	2012	09/03/2024	Delete
H-00079	KBA MAO Org	H0167	2011	08/27/2024	Delete
H-00075	KBA MAO Org	H0158	2011	08/27/2024	Delete
H-00073	KBA MAO Org	H0160	2011	08/26/2024	Delete
H-00063	KBA MAO Org	H0153	2011	08/21/2024	Delete
H-00043	KBA MAO Org	H0151	2011	07/26/2024	Delete
H-00037	KBA MAO Org	H0151	2011	07/25/2024	Delete

Figure 29: Draft Appeals Table

3.1.6 Search for Closed Cases Field

Follow these steps to search for closed cases in the MA RADV module:

1. Enter the docket number in the **Search for Closed Cases** field and select the **Submit Search** button to proceed.

Note: Docket numbers are formatted as VXX-XX-XXXXX and must be fully entered including proper prefix (V), dashes, and all leading zeros.

Search for Closed Cases

Submit Search

Figure 30: Search for Closed Cases - Submit Search

- a. If an invalid docket number is entered, or if the case has not yet been closed, the table will display a message stating “No records found.”

Search for Closed Cases

Docket Number	Organization Name	Contract Number	Contract Year	Date Closed
No records found.				

Figure 31: Search for Closed Cases - No Records Found

- b. If the case number entry is valid and you are authorized to view the case, the table will display the case data.

Search for Closed Cases

Docket Number	Organization Name	Contract Number	Contract Year	Date Closed
V24-11-00006	Danica Medicare Advantage Organization	H0082	2011	08/21/2024

Figure 32: Search for Closed Cases - Search Results

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

3.2 Create a New Appeal

Select the **Create New Appeal** button to create and submit a new appeal. Refer to the following subsections for information about the pages you must complete to create the new appeal.

Select Case Type

RADV Appeal
▼

Figure 33: Create New Appeal Button

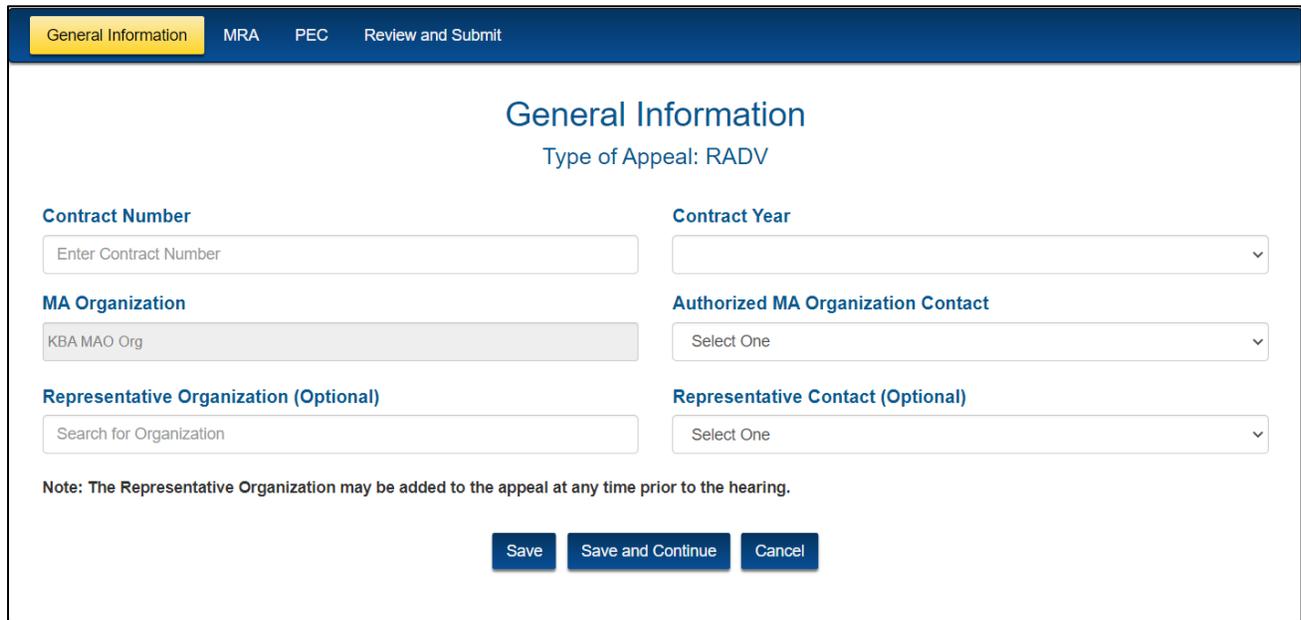
Note: Only the MA Organization can create a new appeal.

3.2.1 General Information Page

After selecting the **Create New Appeal** button, the General Information page for the new appeal is displayed. The General Information page contains the following fields:

- Contract Number
- Contract Year
- MA Organization
- Authorized MA Organization Contact

- Representative Organization
- Representative Contact



General Information | MRA | PEC | Review and Submit

General Information

Type of Appeal: RADV

Contract Number
Enter Contract Number

Contract Year
[Dropdown]

MA Organization
KBA MAO Org

Authorized MA Organization Contact
Select One

Representative Organization (Optional)
Search for Organization

Representative Contact (Optional)
Select One

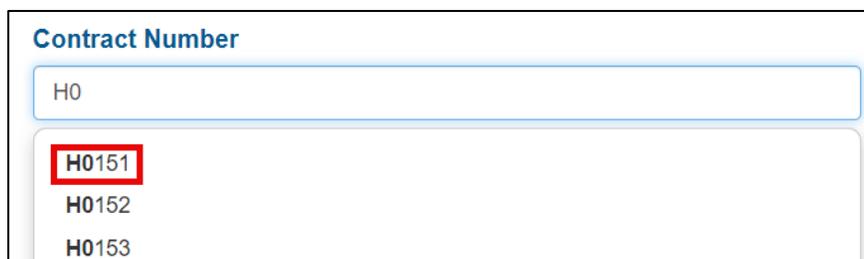
Note: The Representative Organization may be added to the appeal at any time prior to the hearing.

Save | Save and Continue | Cancel

Figure 34: New Appeal - General Information Tab

3.2.1.1 Contract Number Field (Required)

Enter the contract number in the **Contract Number** field. This is a required, predictive text field. Once you begin entering the contract number a list of available contract numbers appears below for selection.



Contract Number

H0

H0151

H0152

H0153

Figure 35: Contract Number Field Drop-Down Menu

Once an option is selected from the drop-down list, the selected option appears in the **Contract Number** field.



Contract Number

H0151

Figure 36: Completed Contract Number Field

Note: Contact the OH CDMS Help Desk via telephone at 1-833-783-8255 or email at helpdesk_ohcdms@cms.hhs.gov if your contract number is not available in the pick-list. Refer to *Section 5.1 – Help Desk Support* for further instructions.

Note: You will receive an error message if you attempt to select the **Save and Continue** button without selecting an entry from the list.



The screenshot shows a form field titled "Contract Number". Inside the field is a text input with the placeholder "Enter Contract Number". Below the input, a red error message reads "Error: Contract Number is required."

Figure 37: Contract Number Field Required Error Message

3.2.1.2 Contract Year (Required)

The **Contract Year** ("CY" or "CON") drop-down field displays a list of available contract years associated with the contract. The contract year is the same as the Payment Year.



The screenshot shows a drop-down menu titled "Contract Year". The menu is open, displaying a list of years: 2011, 2011, and 2012. The first "2011" entry is highlighted in blue.

Figure 38: Contract Year Field

Select the applicable **Contract Year**.



The screenshot shows a drop-down menu titled "Contract Year". The menu is closed, and the selected value "2011" is displayed in the input field. A red box highlights the "2011" text.

Figure 39: Completed Contract Year Field

Note: You will receive an error message if you attempt to select the **Save and Continue** button without selecting the Contract Year.



The screenshot shows a drop-down menu titled "Contract Year". The menu is closed, and the placeholder text "Select RADV Audit Year" is visible in the input field. Below the input, a red error message reads "Error: Contract Year is required."

Figure 40: Contract Year Required Error Message

3.2.1.3 MA Organization Field (Pre-Populated)

This field is pre-populated with the MA Organization applicable to the user initiating the appeal and users cannot manipulate or change the name of the MA Organization.

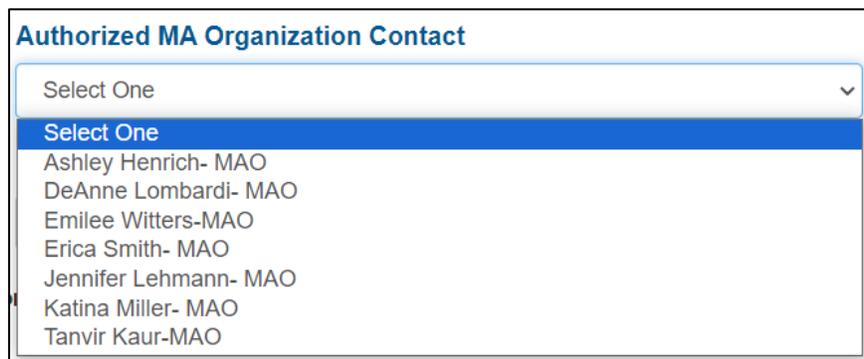


A screenshot of a web form titled "MA Organization". Below the title is a text input field containing the text "KBA MAO Org". A red rectangular box highlights the text "KBA MAO Org" within the input field.

Figure 41: MA Organization Field

3.2.1.4 Authorized MA Organization Contact (Required)

Select the **Authorized MA Organization Contact** drop-down field to display a list of authorized MA Organization contacts associated with the organization. Select the specific MA Organization contact who will be responsible for the appeal. This may or may not be the same as the user entering the appeal.



A screenshot of a web form titled "Authorized MA Organization Contact". Below the title is a dropdown menu. The menu is open, showing a list of options. The top option is "Select One" with a downward arrow. Below it, several names followed by "- MAO" are listed: Ashley Henrich- MAO, DeAnne Lombardi- MAO, Emilee Witters-MAO, Erica Smith- MAO, Jennifer Lehmann- MAO, Katina Miller- MAO, and Tanvir Kaur-MAO. The "Select One" option is highlighted in blue.

Figure 42: Authorized MA Organization Contact Field

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

After the **Authorized MA Organization Contact** is selected from the drop-down menu, it is displayed in the **Authorized MA Organization Contact** field.



A screenshot of a web form titled "Authorized MA Organization Contact". Below the title is a dropdown menu. The menu is closed, and the text "Katina Miller- MAO" is displayed within the dropdown box. A red rectangular box highlights the text "Katina Miller- MAO".

Figure 43: Completed Authorized MA Organization Contact Field

3.2.1.5 Representative Organization (Optional)

When creating a new appeal, you may add a representative organization, but one is not required. 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.

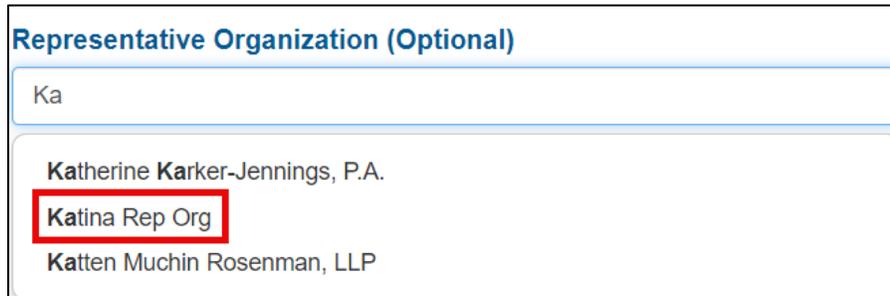


Figure 44: Representative Organization (Optional) Predictive Text Field

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

Note: A representative may be added to the appeal at any time prior to the hearing. For demonstration purposes, in *Section 3.2 – Create a New Appeal*, the representative was left blank.

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.

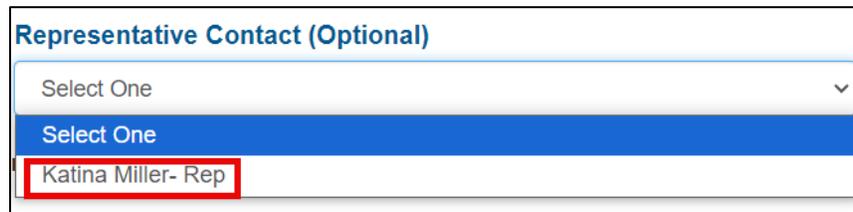


Figure 45: Representative Contact (Optional) Pick-List Field

Note: You must first select the applicable **Representative Organization** before selecting a **Representative Contact**.

Note: If the **Representative Organization** is selected but no **Representative Contact** is selected, an error message is displayed on the **Review and Submit** page.

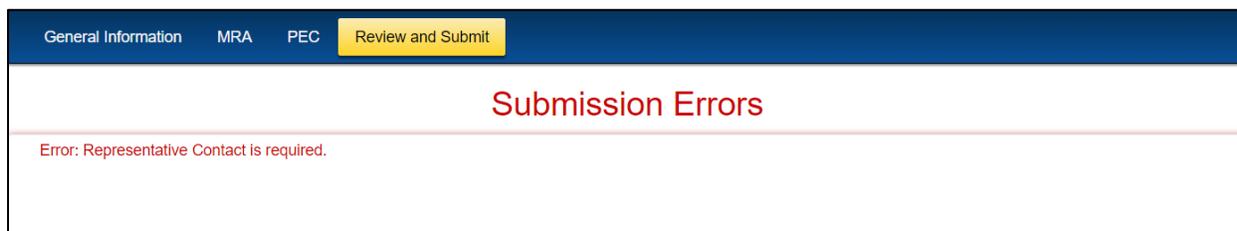
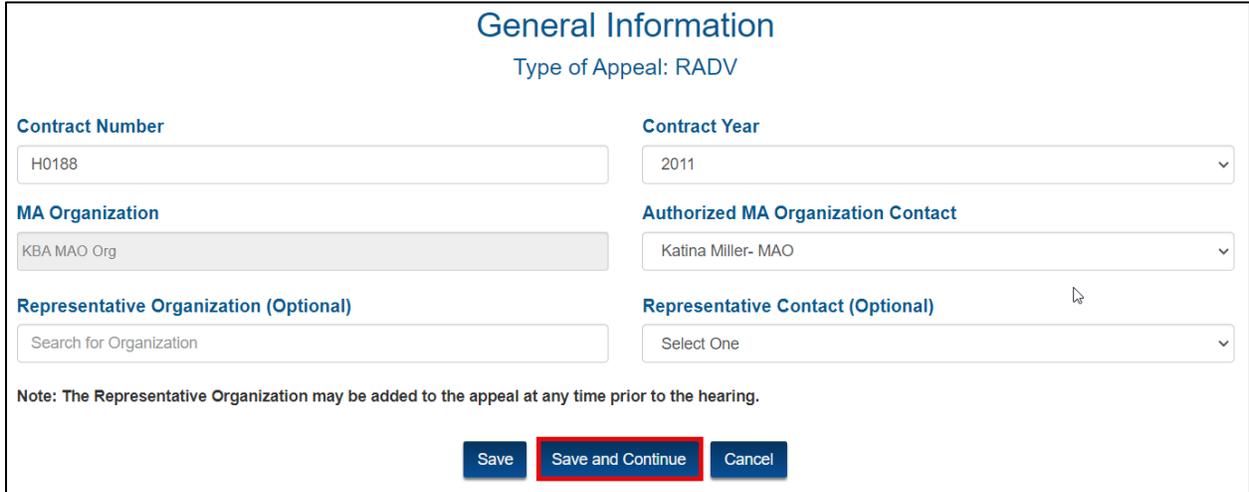


Figure 46: Representative Contact Missing Error Message

3.2.1.7 Save and Continue Button

To continue filing your appeal, complete these steps:

1. Select the **Save and Continue** button to save the information on the General Information page and proceed to the next page.



The screenshot shows the 'General Information' page for a RADV appeal. The title is 'General Information' with a subtitle 'Type of Appeal: RADV'. There are four main sections: 'Contract Number' (text input with 'H0188'), 'Contract Year' (dropdown menu with '2011'), 'MA Organization' (text input with 'KBA MAO Org'), and 'Authorized MA Organization Contact' (dropdown menu with 'Katina Miller- MAO'). Below these are optional sections: 'Representative Organization (Optional)' (text input with 'Search for Organization') and 'Representative Contact (Optional)' (dropdown menu with 'Select One'). A note at the bottom states: 'Note: The Representative Organization may be added to the appeal at any time prior to the hearing.' At the bottom center, there are three buttons: 'Save', 'Save and Continue' (highlighted with a red border), and 'Cancel'.

Figure 47: General Information Page - Save and Continue Button

2. A message is displayed asking you to confirm that you are submitting your Medical Record (Medical Record Review Determination) Appeal.



The screenshot shows the 'Medical Record Appeal' confirmation message. The title is 'Medical Record Appeal'. Below the title, it says 'Confirm that you are submitting your Medical Record (Medical Record Review Determination) Appeal.' To the right of this text are two radio buttons: 'Yes' and 'No', with the 'Yes' button highlighted by a red border. At the bottom, there are four buttons: 'Previous', 'Save', 'Save and Continue', and 'Cancel'.

Figure 48: Medical Record Appeal Confirmation Message

3. Select the **Yes** radio button if you want to file your Medical Record Appeal. Refer to *Section 3.2.2 - Create a Medical Record Appeal* for further instructions.
4. Select the **No** radio button if you want to file a Payment Error Calculation appeal. Refer to *Section 3.2.4 - Create a Payment Error Calculation Appeal* for further instructions.

Note: You may submit only an MRA or only a PEC appeal with the initial filing. If you select **Yes** to file an MRA, the PEC option will default to **No**. The PEC message is displayed after you have selected **Save and Continue** on the MRA page.

Payment Error Calculation Appeal

If you are filing your Medical Record Appeal, you should select "No" here. You may appeal your revised Payment Error Calculation once the Medical Record Appeal is considered final under 42 C.F.R. § 422.311.

Confirm that you are submitting only your Payment Error Calculation Appeal. Yes No

Figure 49: Payment Error Calculation Message - No Defaulted

3.2.2 Create a Medical Record Appeal

Once you have selected **Yes** to the question confirming that you are submitting your MRA, the Medical Record Appeal page is displayed. The page contains the following items:

- Attach Written Reconsideration Decision **Upload** button
- Attach Cover Letter (optional) **Upload** button
- **List of [Appeal Reference Numbers] ARN(s)** table
- **ARN(s) Appealed** table

Medical Record Appeal

Confirm that you are submitting your Medical Record (Medical Record Review Determination) Appeal. Yes No

Note: If you change your selection from "Yes" to "No," all information entered on this page will be deleted.

Attach Written Reconsideration Decision.

Attach Cover Letter (optional).

List of ARN(s)

To appeal ARN(s), select and enter justification.

ARNs Selected: 0

Selection	ARN	Enrollee ID	Eligible HCC	HCC Label
<input type="button" value="Select"/>	H0160_1	948689_24	HCC157	Vertebral Fractures without Spinal Cord Injury
<input type="button" value="Select"/>	H0160_2	334430_13	HCC44	Severe Hematological Disorders
<input type="button" value="Select"/>	H0160_3	334430_13	HCC148	Decubitus Ulcer of Skin

ARN(s) Appealed

ARN	Enrollee ID	Eligible HCC	HCC Label	Justification
No records found.				

Figure 50: Medical Record Appeal Page

3.2.2.1 Attach Written Reconsideration Decision (Required)

To upload your Written Reconsideration Decision, complete the following steps:

1. Select the **Upload** button.



Figure 51: Attach Written Reconsideration Decision Upload

2. The Attach Written Reconsideration Decision window is displayed. Refer to *Section 2.4 - Upload and Submit Supporting Documents* for instructions on how to upload documentation.
3. After saving the file, the Written Reconsideration Decision will appear with a link to the file on the Medical Record Appeal page. The **Upload** button updates to **Replace** to allow for replacing the file, if needed.

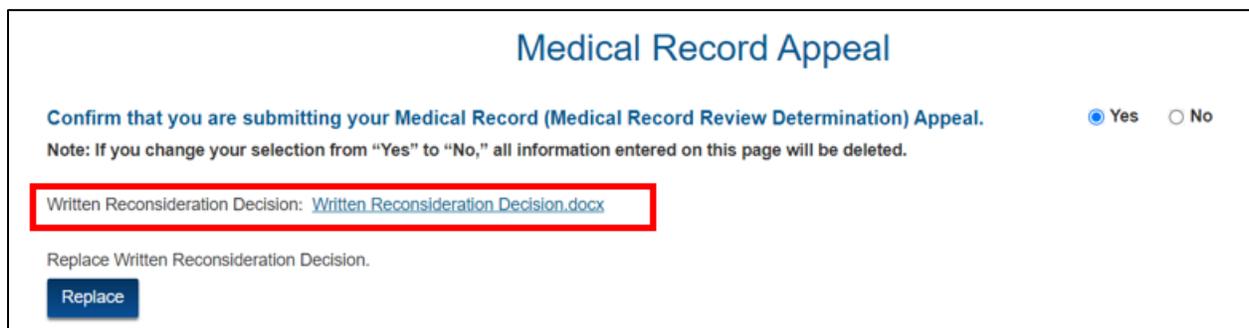


Figure 52: MRA Page - Link to Written Reconsideration Decision Document

3.2.2.2 Attach Cover Letter (Optional)

To upload a Cover Letter, complete the following steps:

1. Select the **Upload** button.

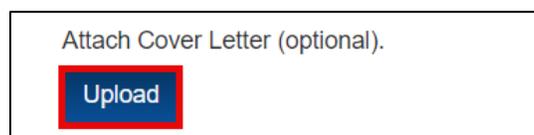


Figure 53: Attach Cover Letter

2. The Attach Cover Letter window is displayed. Refer to *Section 2.4 - Upload and Submit Supporting Documents* for instructions on how to upload documentation.
3. After saving the file, the Cover Letter will appear with a link to the file on the Medical Record Appeal page. The prior **Upload** button updates to **Replace** to allow for replacing the file, if needed.

Medical Record Appeal

Confirm that you are submitting your Medical Record (Medical Record Review Determination) Appeal. Yes No

Note: If you change your selection from "Yes" to "No," all information entered on this page will be deleted.

Written Reconsideration Decision: [Written Reconsideration Decision.docx](#)

Replace Written Reconsideration Decision.

Cover Letter: [Cover Letter.docx](#)

Replace Cover Letter.

Figure 54: MRA Page - Link to Cover Letter Document

3.2.2.3 List of Appeal Reference Number(s) ("ARNs") Table

The **List of ARN(s)** table displays the ARNs that can be appealed. To include an ARN in the appeal, complete the following steps:

1. Select the **Select** button next to the ARN.

List of ARN(s)

To appeal ARN(s), select and enter justification.

ARNs Selected: 0

Selection	ARN 	Enrollee ID	Eligible HCC	HCC Label
<input type="button" value="Select"/>	H0160_1	948689_24	HCC157	Vertebral Fractures without Spinal Cord Injury
<input type="button" value="Select"/>	H0160_2	334430_13	HCC44	Severe Hematological Disorders
<input type="button" value="Select"/>	H0160_3	334430_13	HCC148	Decubitus Ulcer of Skin

Figure 55: List of ARN(s) Table

2. A pop-up window appears containing the details of the ARN that you selected. Enter text in the **Justification** text box and select the **Save** button.

Note: There is a 500-character limit for the Justification field.

ARN Selected
✕

ARN
H0184_1

Enrollee ID
604885_91

Eligible HCC
HCC164

HCC Label
Major Complications of Medical Care and Trauma

Justification

[Specify a justification why the MA organization disputes the reconsideration official's determination. See MA RADV Level II Appeal Procedures (Section IV.C).]

 341 characters remaining

Save
Cancel

Figure 56: ARN Selected Pop-Up Window

3. The ARN you selected for appeal is removed from the available List of ARN(s) table and is displayed in the ARN(s) Appealed table.

List of ARN(s)

To appeal ARN(s), select and enter justification.

ARNs Selected: 1

Selection	ARN	Enrollee ID	Eligible HCC	HCC Label
Select	H0160_2	334430_13	HCC44	Severe Hematological Disorders
Select	H0160_3	334430_13	HCC148	Decubitus Ulcer of Skin

ARN(s) Appealed

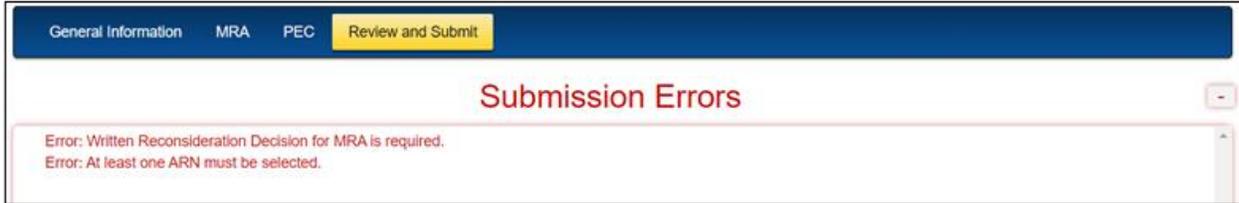
ARN	Enrollee ID	Eligible HCC	HCC Label	Justification	Actions
H0160_1	948689_24	HCC157	Vertebral Fractures without Spinal Cord Injury	Need to add ARN.	Edit Remove

Figure 57: List of ARN(s) and ARN(s) Appealed Tables

4. Repeat steps 1-3 for each ARN that is being appealed.

- Once you have completed these steps for all ARNs you wish to appeal, select the **Save and Continue** button.

Note: At least one ARN must be selected to submit the appeal. If an ARN is not selected, you will receive an error message on the Review and Submit page.



The screenshot shows a navigation bar with tabs for 'General Information', 'MRA', 'PEC', and 'Review and Submit'. Below the navigation bar, the heading 'Submission Errors' is displayed in red. Two error messages are listed in a red-bordered box: 'Error: Written Reconsideration Decision for MRA is required.' and 'Error: At least one ARN must be selected.'

Figure 58: MRA Submission Errors

- The Payment Error Calculation Appeal page is displayed. The answer is defaulted to **No**.

Note: You may elect to file a PEC appeal once your revised audit report is issued (after the MRA is exhausted/complete).



The screenshot shows the 'Payment Error Calculation Appeal' page. It includes a heading, a paragraph of text: 'If you are filing your Medical Record Appeal, you should select "No" here. You may appeal your revised Payment Error Calculation once the Medical Record Appeal is considered final under 42 C.F.R. § 422.311.', and a confirmation statement: 'Confirm that you are submitting only your Payment Error Calculation Appeal.' Below this statement are two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected and highlighted with a red box. At the bottom of the page are four buttons: 'Previous', 'Save', 'Save and Continue', and 'Cancel'.

Figure 59: Payment Error Calculation Message - Default No

- Select the **Save and Continue** button to continue to the Review and Submit page.

3.2.3 Review and Submit Page

The Review and Submit page contains the following items:

- General Information, MRA, and PEC sections
- A certification statement
- **Previous**, **Save and Continue**, and **Cancel** buttons.

A plus sign appears next to the General Information, MRA and PEC sections which allows the user to expand each section.

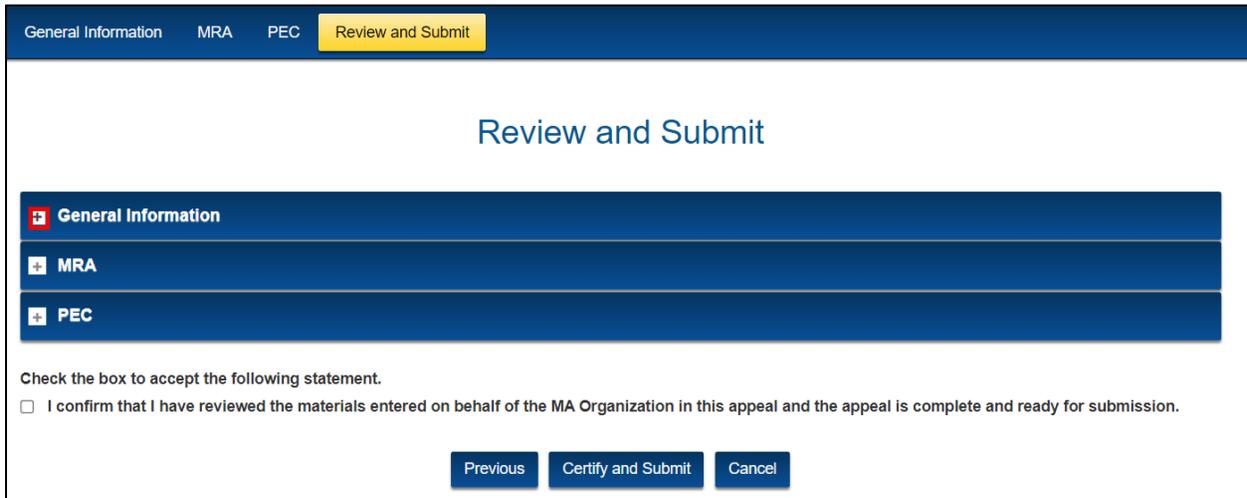


Figure 60: Review and Submit Page

To complete the Review and Submit page, complete the following steps:

1. Select the **plus** sign next to each section for the information to appear. The **plus** sign will change to a **minus** sign when the section is open.
2. Review the information to ensure it is complete and accurate. Select the **Edit** button if changes are needed.



Figure 61: Expanding the General Information Section

Note: If appeal information is missing, it will be notated in a red error message for Submission Errors. Review the errors and complete the missing information as noted.

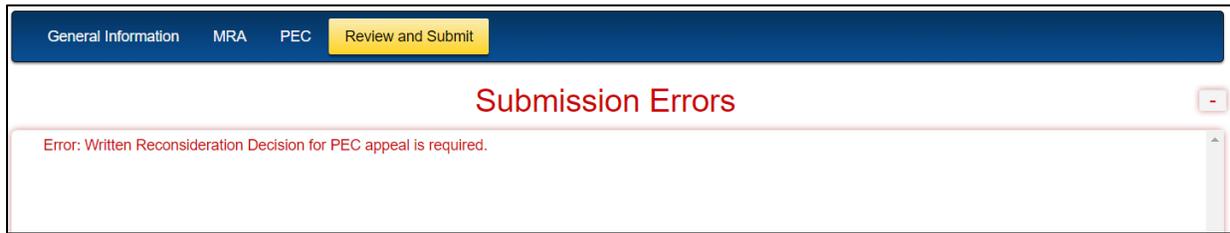


Figure 62: Submission Errors Example

3. Select the **Confirmation Box** at the bottom so that a check mark appears in the box. You must confirm that you have reviewed the materials entered on behalf of the MA Organization and the appeal is complete and ready for submission. An appeal cannot be submitted without this confirmation.
4. Select the **Certify and Submit** button.

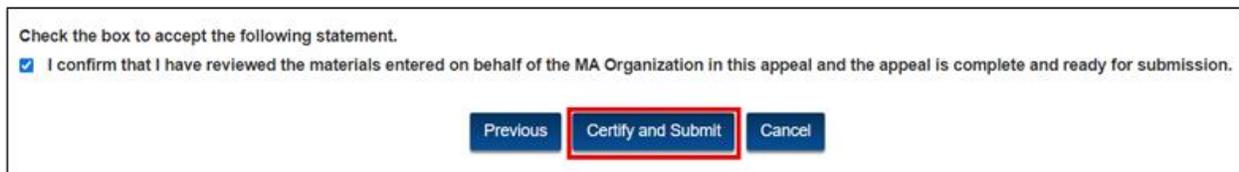


Figure 63: Selecting Confirmation Checkbox and Final Certify and Submit Button

5. A message is displayed to confirm that your request has been submitted to the CMS Hearing Officer. Select the **Close** button.

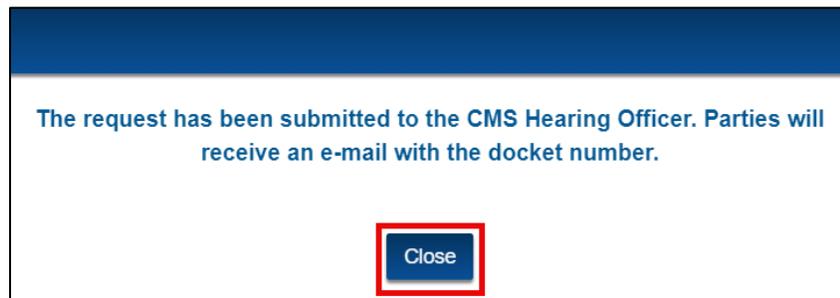


Figure 64: Successful Submission Prompt

3.2.3.1 Email Confirmation

Upon submitting your request, OH CDMS will generate an email confirmation of receipt for the new appeal that includes the docket number assigned to the appeal.

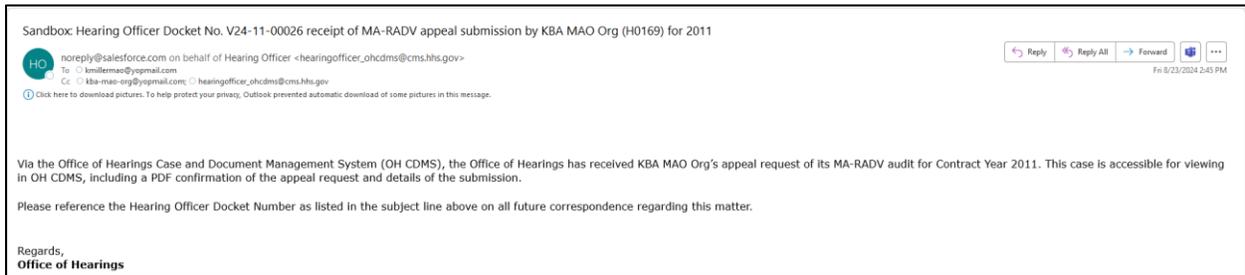


Figure 65: Email Confirmation - Hearing Officer Receipt of Appeal Submission

Note: OH CDMS emails are generated from an unmonitored mailbox, so email replies will not be received by OH. All correspondence must be submitted within the case record in OH CDMS. Refer to *Section 3.3.4.3.7 – Other* for instructions on submitting correspondence.

3.2.4 Create a Payment Error Calculation Appeal (MRA Waived)

This section only applies if you are not initially filing a Medical Record Appeal. If you are filing a PEC appeal following an MRA appeal, refer to *Section 3.3.4.3.5 File PEC Appeal (MRA Finalized)*.

Once you have completed the General Information page following the instructions in *Section 3.2.1 - General Information Page*, complete the following steps to file a PEC appeal:

1. The Medical Record Appeal question appears. Select the **No** radio button to indicate that you are not filing an MRA appeal. Select **Save and Continue**.



Figure 66: Medical Record Appeal Confirmation - Select No

2. A Confirm No MRA pop-up window is displayed asking if you agree to waive your Medical Record Appeal. Enter **Yes** in the field and select the **Proceed** button.

Note: This field is not case sensitive.

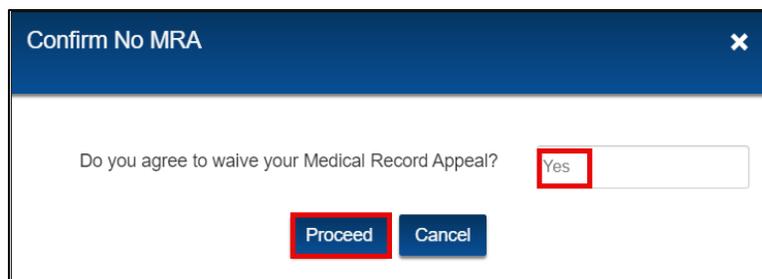


Figure 67: Confirm No MRA Pop-Up Window

- The Payment Error Calculation Appeal confirmation message is displayed. Select **Yes** to confirm that you are submitting only your PEC appeal.

Payment Error Calculation Appeal

If you are filing your Medical Record Appeal, you should select "No" here. You may appeal your revised Payment Error Calculation once the Medical Record Appeal is considered final under 42 C.F.R. § 422.311.

Confirm that you are submitting only your Payment Error Calculation Appeal. Yes No

Note: If you change your selection from "Yes" to "No," all information entered on this page will be deleted.

Figure 68: Payment Error Calculation Appeal Confirmation Message - Select Yes

Note: If you change your selection from **Yes** to **No**, all information entered on this page will be deleted.

- After you select **Yes**, the remainder of the Payment Error Calculation Appeal page is displayed, and the options include:
 - An **Upload** button to upload all PEC supporting documents.
 - A table displaying the Action, Document Type, and Document Name of the uploaded documents.

General Information
MRA
PEC
Review and Submit

Payment Error Calculation Appeal

If you are filing your Medical Record Appeal, you should select "No" here. You may appeal your revised Payment Error Calculation once the Medical Record Appeal is considered final under 42 C.F.R. § 422.311.

Confirm that you are submitting only your Payment Error Calculation Appeal. Yes No

Note: If you change your selection from "Yes" to "No," all information entered on this page will be deleted.

Attach payment error calculation supporting documents.

Action	Document Type	Document Name
No documents to display.		

Figure 69: Payment Error Calculation Appeal Page

3.2.4.1 Upload PEC Supporting Documents

To upload your PEC supporting documents, complete the following steps:

- Select the **Upload** button.

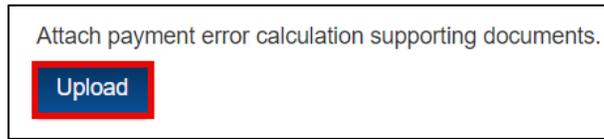


Figure 70: Upload PEC Supporting Documents

2. A pop-up window to Attach Payment Error Calculation Supporting Documents is displayed. Select the type of document from the drop-down menu.

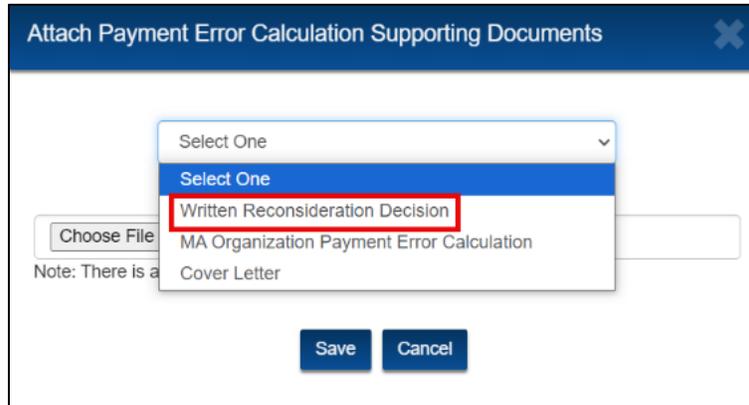


Figure 71: Attach PEC Supporting Documents - Select the File Type

3. Select the **Choose File** button to upload the document. Select the **Save** button.
4. To upload additional documents, repeat steps 1-3.

Note: Select the **Save** button to save your progress on the Payment Error Calculation Appeal page if additional time is needed between uploads.

5. The documents you uploaded are displayed in the document summary table. To remove a document, select the **Remove** button.

Action	Document Type	Document Name
Remove	MA Organizations PEC - 1	Payment Error Calculation.docx
Remove	Written Reconsideration Decision	Written Reconsideration Decision.docx

Figure 72: PEC Document Summary Table

6. Once all documents have been uploaded, select the **Save and Continue** button to proceed to the Review and Submit page. Refer to *Section 3.2.3 - Review and Submit Page* for further instructions.

Note: The Written Reconsideration Decision and the MA Organization Payment Error Calculation are required documents and must be uploaded to submit the PEC appeal. If they are not uploaded, an error message is displayed on the Review and Submit page.

Note: The cover letter is optional.

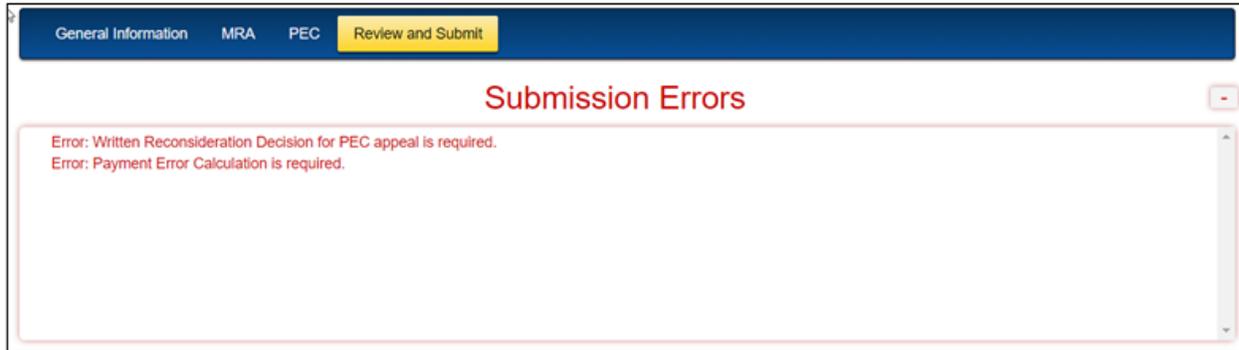


Figure 73: PEC Submission Errors

3.3 Manage Appeals

The following sections describe the different informational tabs within the appeal, and how to access and manage appeals.

3.3.1 Finding/Viewing Existing Appeals

To view an open appeal, select the appeal Docket Number hyperlink from the Open Cases table.

Open Cases				
Docket Number	Organization Name	Contract Number	Contract Year	Date Submitted
V24-11-00017	KBA MAO Org	H0151	2011	7/26/2024
V24-11-00021	KBA MAO Org	H0164	2011	8/20/2024
V24-11-00022	KBA MAO Org	H0170	2011	8/20/2024
V24-11-00023	KBA MAO Org	H0156	2011	8/20/2024

Figure 74: Select Docket Number in the Open Cases Table

The appeal record is displayed with the following tabs in the top navigation bar as shown in *Figure 75: Appeal Tabs and Docket Information*:

- Case Contacts
- Appeal Information
- Case Actions
- Case History

The Docket Number, Contract Number, and Contract Year (also known as the Payment Year) are displayed in the top left corner of each page for reference.

The **RADV Home Page** button at the bottom of each page will navigate away from the appeal and back to the MA RADV home page.

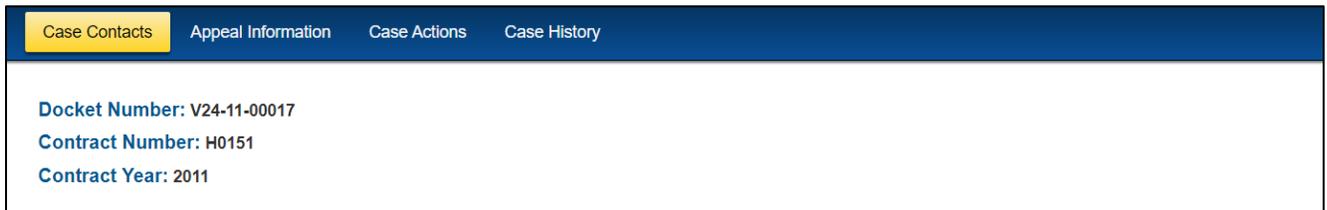


Figure 75: Appeal Tabs and Docket Information

The following sections describe the various tabs and other components 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 information about the parties:

- Medicare Advantage Organization Information
- Representative Organization Information
- Centers for Medicare & Medicaid Services

Note: The Representative Organization Information will be displayed as Not Applicable (N/A) if a representative has not been added to the appeal.

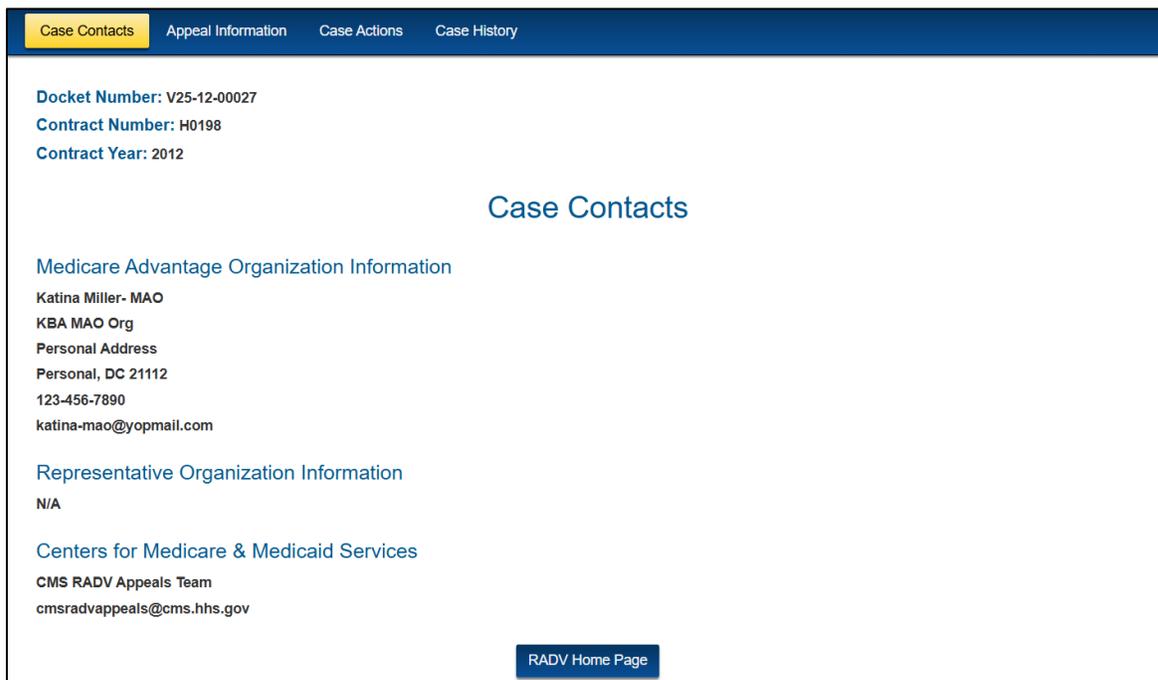


Figure 76: Appeal - Case Contacts Page

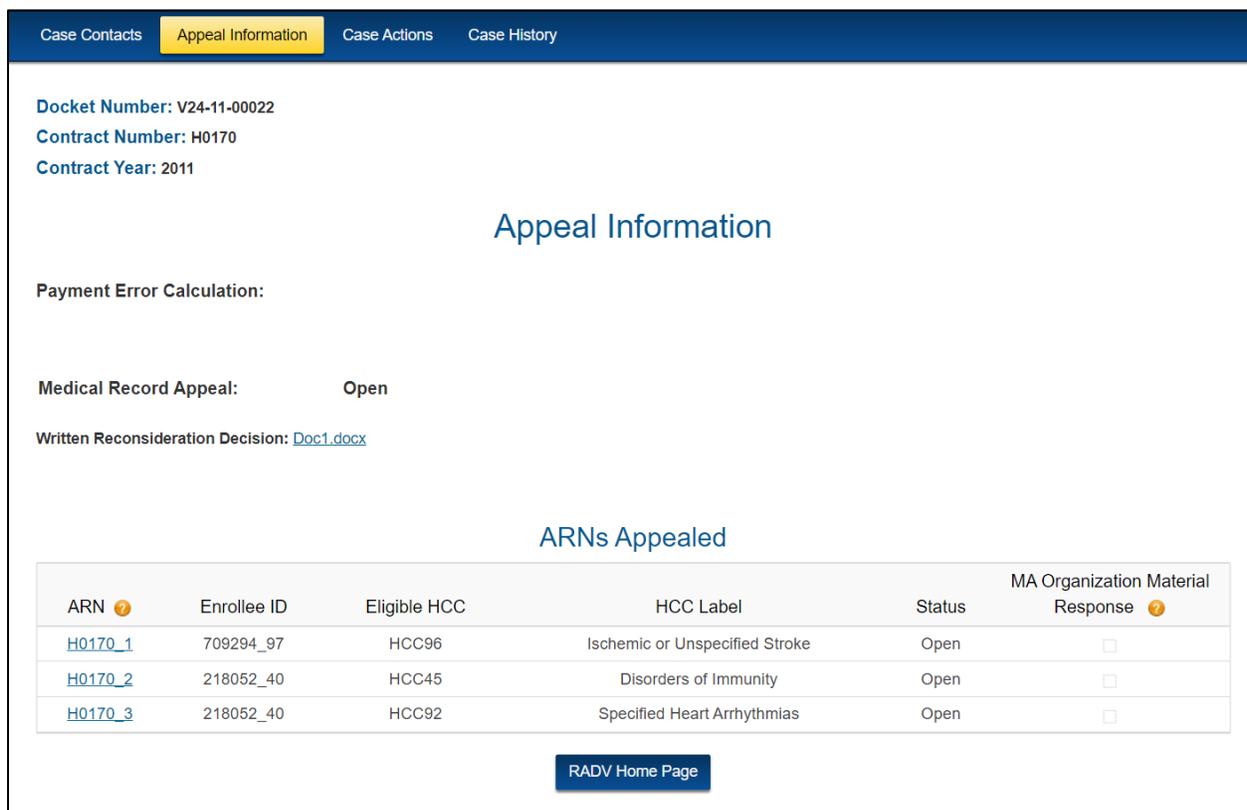
3.3.3 Appeal Information Page

Select the **Appeal Information** tab to view the Appeal Information page. The contents of the page will differ depending on the type of appeal filed. Refer to the following subsections for information on both types of appeals.

3.3.3.1 MRA Appeal Information

The Appeal Information page provides the following information:

- **Payment Error Calculation** status (intentionally left blank)
- **Medical Record Appeal** status
- Uploaded MRA documents
- **ARNs Appealed** table



The screenshot shows the 'Appeal Information' page for an MRA appeal. At the top, there are navigation tabs: 'Case Contacts', 'Appeal Information' (highlighted), 'Case Actions', and 'Case History'. Below the tabs, the following case details are listed:

- Docket Number: V24-11-00022
- Contract Number: H0170
- Contract Year: 2011

The main heading is 'Appeal Information'. Below this, the 'Payment Error Calculation' status is blank. The 'Medical Record Appeal' status is 'Open'. A 'Written Reconsideration Decision' is listed as [Doc1.docx](#).

The 'ARNs Appealed' section contains a table with the following data:

ARN ?	Enrollee ID	Eligible HCC	HCC Label	Status	MA Organization Material Response ?
H0170_1	709294_97	HCC96	Ischemic or Unspecified Stroke	Open	<input type="checkbox"/>
H0170_2	218052_40	HCC45	Disorders of Immunity	Open	<input type="checkbox"/>
H0170_3	218052_40	HCC92	Specified Heart Arrhythmias	Open	<input type="checkbox"/>

At the bottom of the page, there is a 'RADV Home Page' button.

Figure 77: Appeal Information Page - MRA Appeal

1. Follow these steps to view uploaded Medical Record Appeal documents:
 - a. Select the blue hyperlink next to the document.



Figure 78: Medical Record Appeal - View Document

- b. A downloaded document pop-up window is displayed in your browser. Select the downloaded document to open it.

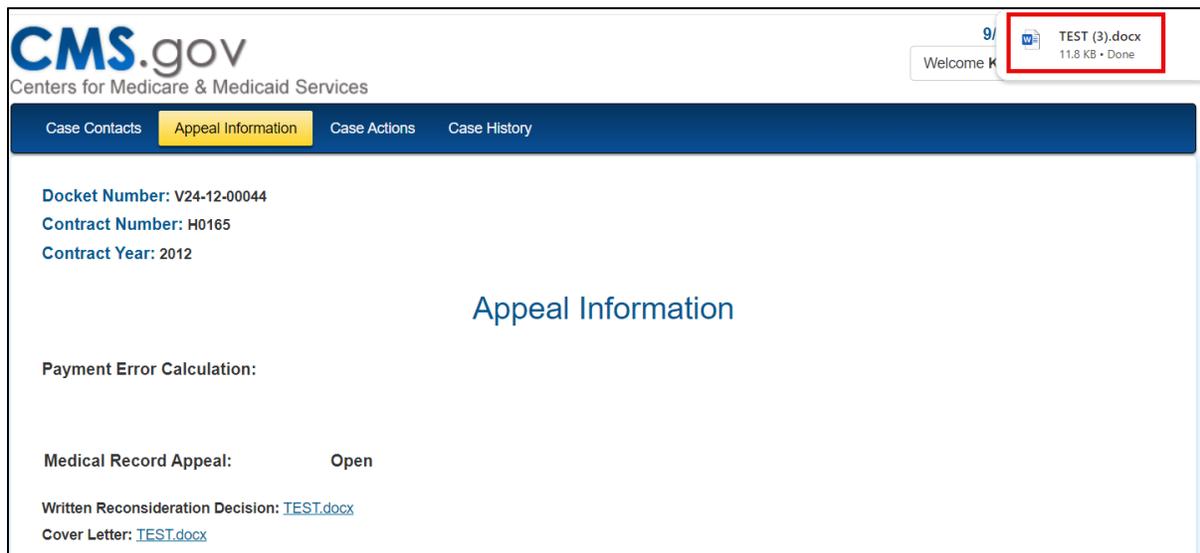


Figure 79: Medical Record Appeal - Downloaded Document (Google Chrome)

2. Follow these steps to view an appealed ARN and associated documentation:
 - a. Select the hyperlink for the ARN in the **ARN** column.

ARNs Appealed						
ARN 	Enrollee ID	Eligible HCC	HCC Label	Status	MA Organization Material Response 	
H0170_1	709294_97	HCC96	Ischemic or Unspecified Stroke	Open	<input type="checkbox"/>	
H0170_2	218052_40	HCC45	Disorders of Immunity	Open	<input type="checkbox"/>	
H0170_3	218052_40	HCC92	Specified Heart Arrhythmias	Open	<input type="checkbox"/>	

Figure 80: ARNs Appealed Table - Select an ARN

- b. An ARN Details page is displayed. Select the **Previous** button to return to the Appeal Information page.

ARN H0156_1 Details

ARN:	H0156_1	Enrollee ID:	489864_81
Eligible HCC:	HCC161	HCC Label:	Traumatic Amputation
Status:	Decided	ICD Code:	12345
Justification:	Test		

MA Organization Materials

Document Type	Document Number	Document Name
Brief		TEST.docx
Medical Record	P - 1	TEST.docx

CMS Response

CMS relies upon the Reconsideration Official's written determination as its response for this ARN.

MA Organization Reply

Document Type	Document Number	Document Name
Brief		TEST.docx

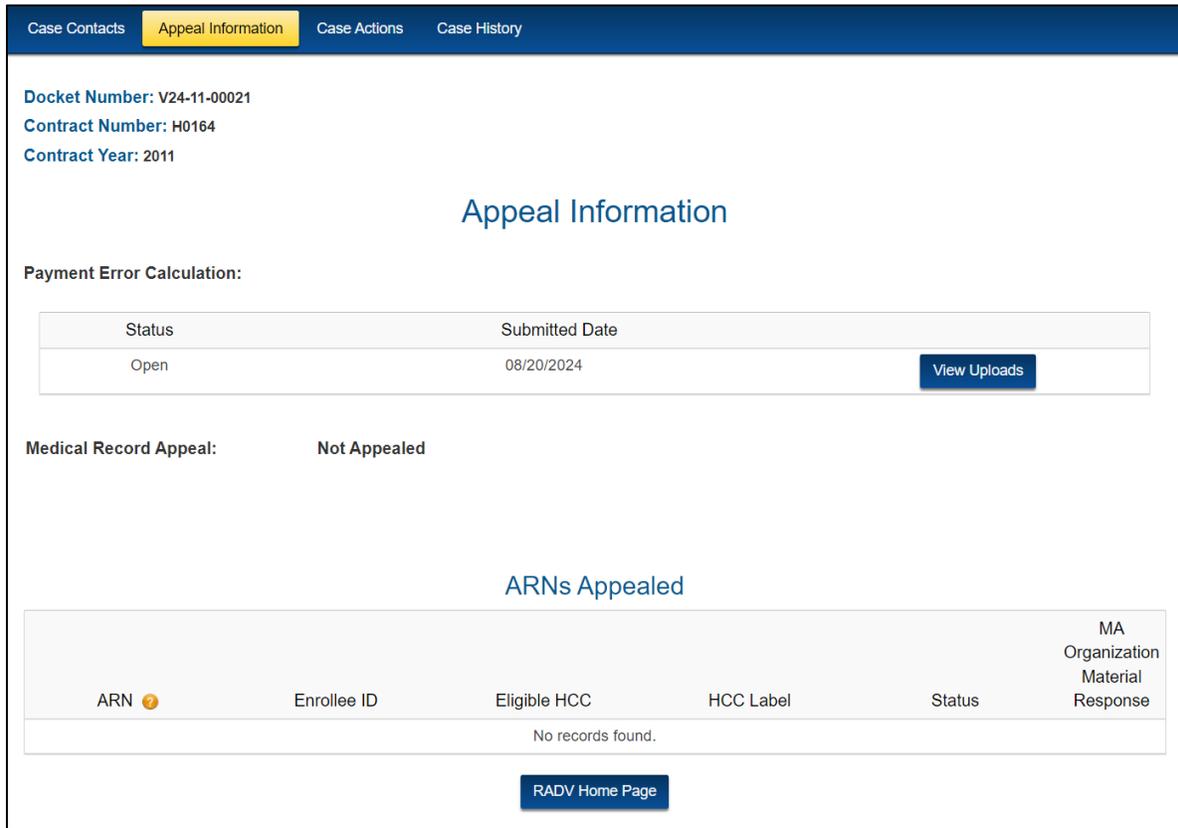
Previous

Figure 81: ARN Details Page

3.3.3.2 PEC Appeal Information

The Appeal Information page provides the following information if you filed a PEC appeal:

- **Payment Error Calculation** table with status, submitted date, and button for uploaded documents
- **Medical Record Appeal** status
- **Blank ARNs Appealed** table



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

Docket Number: V24-11-00021
Contract Number: H0164
Contract Year: 2011

Appeal Information

Payment Error Calculation:

Status	Submitted Date	
Open	08/20/2024	View Uploads

Medical Record Appeal: **Not Appealed**

ARNs Appealed

ARN	Enrollee ID	Eligible HCC	HCC Label	Status	MA Organization Material Response
No records found.					

[RADV Home Page](#)

Figure 82: Appeal Information Page - PEC Only Appeal

1. Follow these steps to view uploaded Payment Error Calculation documents:
 - a. Select the **View Uploads** button.



Appeal Information

Payment Error Calculation:

Status	Submitted Date	
Open	07/26/2024	View Uploads

Figure 83: Appeal Information - View Uploads Button

- b. The View Documents pop-up window is displayed with a list of all files uploaded as part of the appeal request.

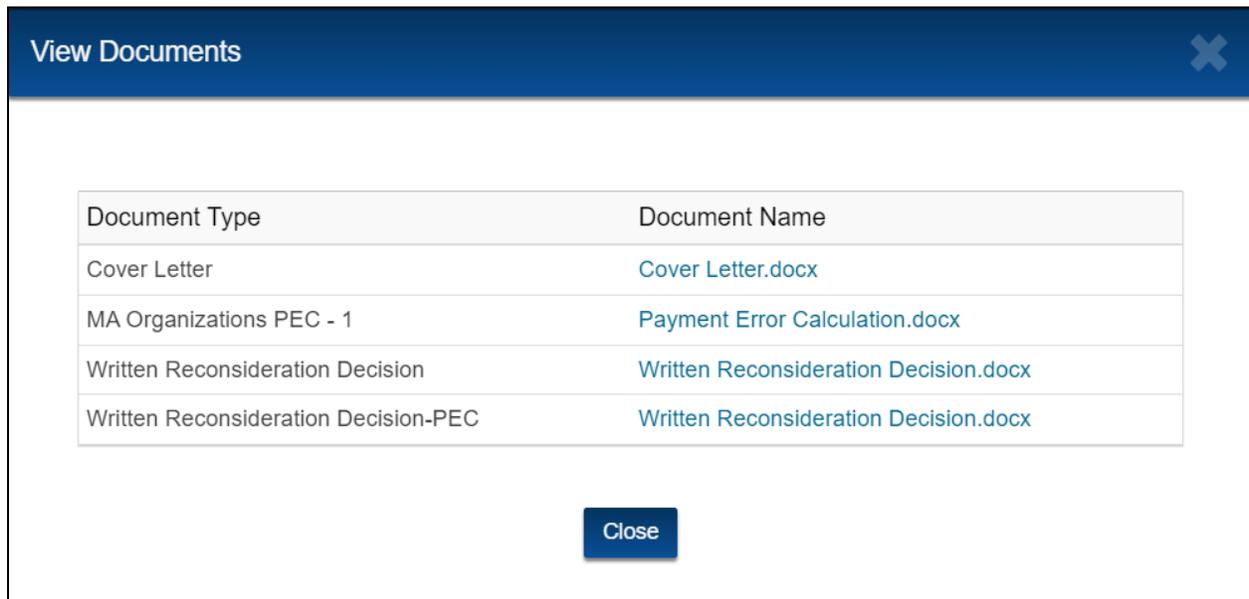


Figure 84: View Documents Pop-Up Window

- c. Select the blue hyperlink in the Document Name column to view the specified document in a separate window.
- d. Select the **Close [x]** button in the View Documents pop-up window to exit the window and return to the Appeal Information page.

3.3.4 Case Actions Page

The Case Actions page contains two sections. The top table contains action items that require a response from one of the parties. The Case Filings and Submissions drop-down menu allows you to submit additional documents.

3.3.4.1 Case Actions Table

The case actions table displays items with outstanding due dates from a Due Dates and Submission Requirements notification, a Request for Information (“RFI”), a Motion, or a Notice of Hearing. The table includes the following column headings:

- Date Requested
- Notification Type
- Document Type
- Owner
- Date Due
- Action

Respond buttons are only available for the actions that belong to the user viewing the page. For example, the image below is applicable to an MAO. The MAO or its representative will only have a **Respond** button for items where the MAO is named the owner, and items assigned to CMS will not have a **Respond** button.

Case Contacts
Appeal Information
Case Actions
Case History

Docket Number: V24-11-00001
Contract Number: H0151
Contract Year: 2011

Case Actions

Date Requested	Notification Type	Document Type	Owner	Date Due	Action
09/20/2024	Request for Information	Brief	MAO	09/23/2024	Respond
09/20/2024	Request for Information	Exhibit	CMS	09/24/2024	
09/20/2024	Due Dates and Submission Requirements	MA Organization Materials	MAO	09/24/2024	Respond
09/20/2024	Due Dates and Submission Requirements	CMS Response	CMS	09/25/2024	
09/20/2024	Due Dates and Submission Requirements	MA Organization Reply	MAO	09/26/2024	Respond
09/20/2024	Due Dates and Submission Requirements	Hearing Type	MAO	09/27/2024	Respond
09/20/2024	Motion	Motion for Summary Judgment Response	CMS	10/21/2024	

Case Filings and Submissions

Select One ▼

Proceed

RADV Home Page

Figure 85: Appeal - Case Actions Page

1. Select the **Respond** button. A response page specific to the required document type is displayed.
2. Upload the requested document(s) and complete applicable data fields.
3. Select the **Submit** button.
4. A confirmation of submission dialog box will appear stating “The request was submitted.” Select the **Close** button.
5. After you have responded to the request, the Case Actions table no longer displays the action item or **Respond** button.

3.3.4.2 Sample Response Case Actions

Sample response pages and associated uploads are included below, however note that this is not an all-inclusive list of potential responses.

3.3.4.2.1 Request for Information – Administrative Record

To respond to the Administrative Record case action, complete the following:

1. Select the applicable **Respond** button from the Case Actions table.

Case Actions					
Date Requested	Notification Type	Document Type	Owner	Date Due	Action
12/16/2024	Request for Information	Administrative Record-MRA	MAO	12/18/2024	Respond

Figure 86: Request for Information - Respond Button

- The Administrative Record Response page is displayed. Select the **Upload** button.

Administrative Record-MRA Response

Attach Administrative Record-MRA.

Upload

Document Type	Document Name
No documents to display.	

Figure 87: Administrative Record Response - Upload Button

- An Attach Administrative Record pop-up window is displayed. Select the **Choose File** button to upload the responsive document.

Attach Administrative Record-MRA

Choose File No file chosen

Note: There is a 250 MB limit on the file upload.

Figure 88: Attach Administrative Record Pop-Up Window

- Select the **Save** button.
- Repeat as needed for additional documents and select the **Submit** button when all documents have been uploaded.

Note: Refer to the MA RADV Level II Appeal Procedures (Section VI.A.1) for a detailed explanation of Administrative Record requirements.

3.3.4.2.2 Due Dates and Submission Requirements – MA Organization Materials

To respond to a request for MA Organization Materials, complete the following:

1. Select the applicable **Respond** button from the Case Actions table. A Due Dates and Submission page is displayed with a Response Summary table that includes the appealed ARNs.
2. Select the **ARN** hyperlink to complete the ARN information and upload supporting documentation.

Due Dates and Submission					
Response Summary					
Note: Completed ARN records will be checked in the response summary table below. Only completed records will proceed once the Submit button is selected.					
ARN	HCC	Status	MA Organization Materials	CMS Response	MA Organization Reply
H0183_1	HCC71	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H0183_2	HCC119	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 89: Due Dates and Submission Requirements - MA Organization Materials

3. A Due Dates and Submission Requirements Response page is displayed. The page contains the following information:
 - ARN (selected for appeal)
 - [International Classification of Diseases] ICD Code (required)
 - [Hierarchical Condition Category] HCC (selected for appeal)
 - Justification (previously entered)
 - MA Organization Materials section with **Upload** button and document summary table

Note: The red warnings indicate that the ICD Code, Medical Record, and Brief are required.

Note: A List of Exhibits is required if an Exhibit is uploaded, and an Exhibit is required if a List of Exhibits is uploaded.

Due Dates and Submission Requirements Response

ARN: H0183_1

ICD Code:

Warning: ICD Code is required.

HCC: HCC71 - Polyneuropathy

Justification: [Specify a justification why the MA organization disputes the reconsideration official's determination. See MA RADV Level II Appeal Procedures (Section IV.C).]

Attach MA Organization Materials

Note: Brief and Medical Record are required documents to complete an ARN.

Attach MA organization materials.

Warnings:
Medical Record is required.
Brief is required.
List of Exhibits is required when an Exhibit is uploaded.
Exhibits are required when a List of Exhibits is uploaded.

Figure 90: Due Dates and Submission Requirements Response Page

4. Enter the ICD Code in the **ICD Code** field.

ARN: H0183_1

ICD Code:

Figure 91: Due Dates and Submission Requirements Response - Enter ICD Code

5. Select the **Upload** button and select the type of document from the **Select Type** drop-down menu to upload the MA Organization materials. These materials may include a brief (required), exhibits, list of exhibits, and medical record (required). Repeat as needed for each upload.

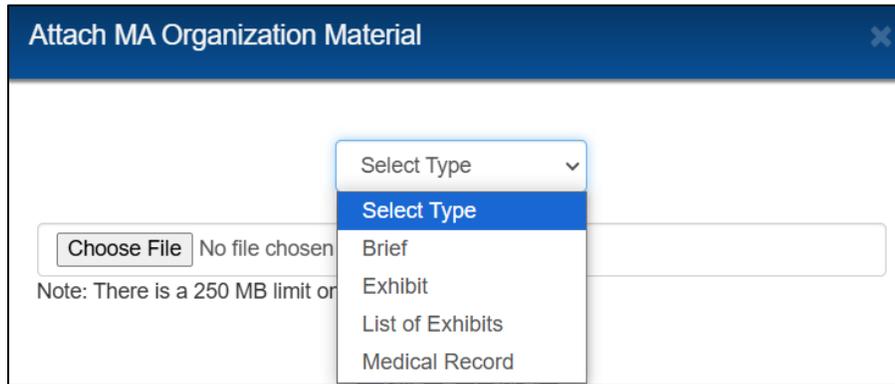


Figure 92: Attach MA Organization Material - Select File Type

- The uploaded documents will appear in the document summary table. Select the **Save** button to return to the Due Dates and Submission page.

Action	Document Type	Document Number	Document Name
Remove	Brief	P - 1	Brief.docx
Remove	Medical Record	P - 1	Medical Record.docx

[Save](#) [Previous](#)

Figure 93: MA Organization Materials Document Summary Table

- The completed ARN will display a check mark in the MA Organization Materials column of the Response Summary table.

Note: If all the required information for that ARN has not been provided, then the entry is not complete, and the check mark will not be populated.

Response Summary					
Note: Completed ARN records will be checked in the response summary table below. Only completed records will proceed once the Submit button is selected.					
ARN	HCC	Status	MA Organization Materials	CMS Response	MA Organization Reply
H0183_1	HCC71	Open	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H0183_2	HCC119	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 94: Response Summary Table - Completed ARN

- Repeat steps 2-7 to submit MA Organization Materials for the remaining appealed ARNs.
- Verify that all ARNs that you wish to brief are complete and have a check mark in the Response Summary table.

Note: Any ARNs that do not have a response will be considered abandoned within the appeal. You will have to acknowledge this action upon submission of the MA Organization materials.

Note: Any partially completed ARNs (e.g., where data has been entered or a document has been uploaded but you have not provided all of the necessary information for an ARN record) will generate an error message at submission that “ARN is missing information.” If so, you must review each incomplete ARN to determine whether to complete the information and move forward with that ARN or to remove the partially entered information and abandon that ARN.

- When all responses are complete, select the **Submit** button.

Due Dates and Submission

Response Summary

Note: Completed ARN records will be checked in the response summary table below. Only completed records will proceed once the Submit button is selected.

ARN	HCC	Status	MA Organization Materials	CMS Response	MA Organization Reply
H0183_1	HCC71	Open	✓	<input type="checkbox"/>	<input type="checkbox"/>
H0183_2	HCC119	Open	✓	<input type="checkbox"/>	<input type="checkbox"/>

Figure 95: Due Dates and Submission - Submit Button

- A Verify Due Dates and Submission pop-up window is displayed. Enter **Yes** in the **Are you sure you want to submit selected ARN(s)?** field to submit the selected ARNs and select the **Proceed** button.

Note: Any ARNs not responded to will be considered abandoned.

Verify Due Dates and Submission

Are you sure you want to submit selected ARN(s)? Any ARN(s) not responded to will be considered abandoned.

Figure 96: Verify Due Dates and Submission Pop-Up Window

3.3.4.2.3 Due Dates and Submission Requirements – CMS Response

To submit the CMS Response, complete the following:

1. Select the applicable **Respond** button from the Case Actions table. The Due Dates and Submission page will display with a Response Summary table that includes the appealed ARNs. Checkmarks are included where the MAO submitted its ARN materials.

Note: The Respond button is not available for the Due Dates and Submission Requirements CMS response case action in the Case Actions table until the MAO has submitted a response.

2. Select the **ARN** hyperlink to complete the CMS response.

Due Dates and Submission					
Response Summary					
<small>Note: Completed ARN records will be checked in the response summary table below. Only completed records will proceed once the Submit button is selected.</small>					
ARN	HCC	Status	MA Organization Materials	CMS Response	MA Organization Reply
H0183_1	HCC71	Open	✓	<input type="checkbox"/>	<input type="checkbox"/>
H0183_2	HCC119	Open	✓	<input type="checkbox"/>	<input type="checkbox"/>

Figure 97: Due Dates and Submission Response - CMS Response

3. The Due Dates and Submission Requirements Response page is displayed. The page contains the following information that was previously provided by the MA Organization:
 - ARN
 - ICD Code
 - HCC
 - Justification
 - MA Organization Materials table
 - a. In addition, the CMS Response section includes the following items:
 - CMS Response Statement and checkbox
 - **Upload** button
 - Document summary table

Due Dates and Submission Requirements Response

ARN: H0183_1
ICD Code: G62.9
HCC: HCC71 - Polyneuropathy
Justification: [Specify a justification why the MA organization disputes the reconsideration official's determination. See MA RADV Level II Appeal Procedures (Section IV.C).]

MA Organization Materials

Document Type	Document Number	Document Name
Brief	P - 1	Brief.docx
Medical Record	P - 1	Medical Record.docx

CMS Response

CMS relies upon the Reconsideration Official's written determination as its response for this ARN.

Note: If CMS selects the box above and chooses to exercise its option to rely upon the Reconsideration Official's written determination as its response to this ARN, any responsive documents previously uploaded for this ARN (as shown in the chart below) will be deleted.

Attach CMS Response Documents.

Action	Document Type	Document Number	Document Name
No documents to display.			

Figure 98: Due Dates and Submission Requirements Response Page

4. CMS should either select the checkbox indicating that “CMS relies upon the Reconsideration Official’s written determination as its response for this ARN” or upload a brief and exhibits.
 - a. If the **checkbox** is checked, the **Upload** button is removed from the page, and any responsive documents previously uploaded for the ARN will be deleted. Select the **Save** button to return to the Due Dates and Submission page.

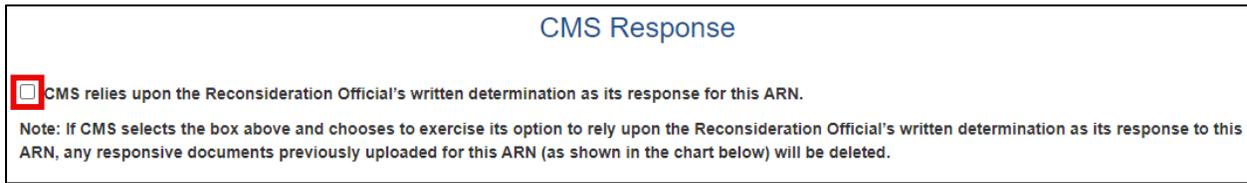


Figure 99: CMS Response Statement

- b. If supporting documentation is provided, select the **Upload** button and then select the document type in the **Select Type** drop-down menu. The supporting documents may include a brief (required), exhibits, and list of exhibits. Repeat as needed for additional materials.

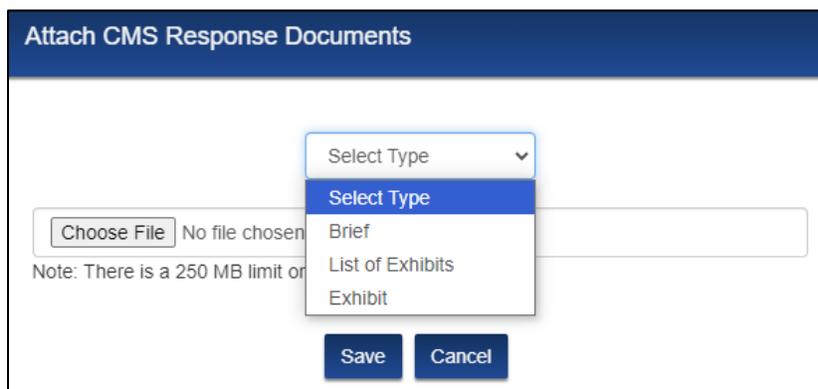


Figure 100: Attach CMS Response Documents - Select Document Type

5. The uploaded documents appear in the document summary table. Select the **Save** button to return to the Due Dates and Submission page.
6. The completed ARN will display a check mark in the **CMS Response** column of the Response Summary table.
7. Repeat steps 2-6 to complete the CMS response for each appealed ARN.
8. When all responses are complete, select the **Submit** button.

Due Dates and Submission

Response Summary

Note: Completed ARN records will be checked in the response summary table below. Only completed records will proceed once the Submit button is selected.

ARN 	HCC	Status	MA Organization Materials	CMS Response	MA Organization Reply
H0183_1	HCC71	Open	✓	✓	<input type="checkbox"/>
H0183_2	HCC119	Open	✓	✓	<input type="checkbox"/>

Submit
Previous

Figure 101: Due Dates and Submission Response - Submit Button

Note: If the MA Organization has not yet responded to the MA Organization Materials case action that is due prior to a response from CMS, then the **Submit** button is unable to be selected and will be grayed out.

Due Dates and Submission

Response Summary

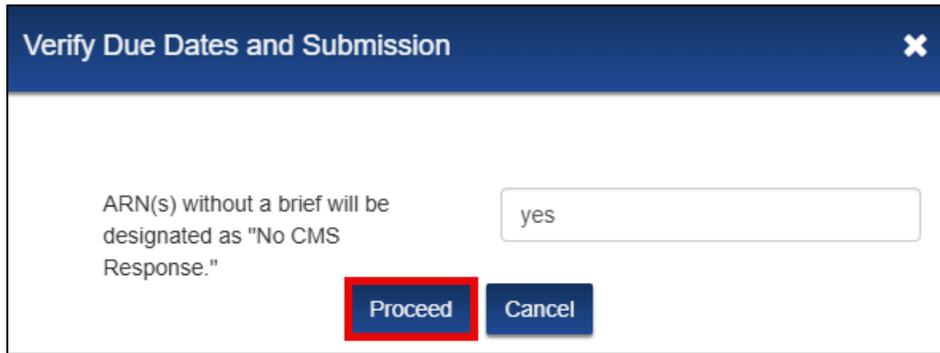
Note: Completed ARN records will be checked in the response summary table below. Only completed records will proceed once the Submit button is selected.

ARN 	HCC	Status	MA Organization Materials	CMS Response	MA Organization Reply
H0199_1	HCC54	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H0199_2	HCC69	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit
Previous

Figure 102: Due Dates and Submission Requirements - Submit Button Unavailable

- A Verify Due Dates and Submission pop-up window will appear. Enter yes in the field and select **Proceed**.



Verify Due Dates and Submission [X]

ARN(s) without a brief will be designated as "No CMS Response."

yes

Proceed **Cancel**

Figure 103: Verify Due Dates and Submission Pop-Up Window

3.3.4.2.4 Due Dates and Submission Requirements – MA Organization Reply (Optional)

To submit an MA Organization Reply (permitted when CMS submits a narrative brief response for a particular ARN), complete the following:

1. Select the applicable **Respond** button from the Case Actions table. The Due Dates and Submission page is displayed with the Response Summary table.

Note: The Respond button is not available for the MA Organization Reply in the Case Actions table until CMS has submitted a response to Due Dates and Submission Requirements.

2. Select an **ARN** hyperlink to complete an optional MA Organization Reply.



Due Dates and Submission

Response Summary

Note: Completed ARN records will be checked in the response summary table below. Only completed records will proceed once the Submit button is selected.

ARN	HCC	Status	MA Organization Materials	CMS Response	MA Organization Reply
H0183_1	HCC71	Open	✓	✓	<input type="checkbox"/>
H0183_2	HCC119	Open	✓	✓	<input type="checkbox"/>

Figure 104: Due Dates and Submission Response - MA Organization Reply

Note: Abandoned ARNs will not have a checkmark in the MA Organization Materials or CMS Response columns. If an abandoned ARN hyperlink is selected, the Due Dates and Submission Requirements Response Page will display a message stating “MA Organization Materials were not submitted for this ARN.” Select the **Previous** button to return to Due Dates and Submission.

Due Dates and Submission Requirements Response

ARN: H0167_3
ICD Code:
HCC: HCC95 - Cerebral Hemorrhage
Justification: [Specify a justification why the MA organization disputes the reconsideration official's determination. See MA RADV Level II Appeal Procedures (Section IV.C).]

MA Organization Materials

Document Type	Document Number	Document Name 0
No documents to display.		

CMS Response

MA Organization Materials were not submitted for this ARN

MA Organization Reply

MA Organization Materials were not submitted for this ARN

Previous

Figure 105: Due Dates and Submission Requirements Response Page - Abandoned ARN

- The Due Dates and Submission Requirements Response page is displayed with the previously submitted data and documentation from the MAO Materials and CMS Response. The page also includes the MA Organization Reply **Upload** button and document summary table for the current submission.

Due Dates and Submission Requirements Response

ARN: H0183_1
ICD Code: G62.9
HCC: HCC71 - Polyneuropathy
Justification: [Specify a justification why the MA organization disputes the reconsideration official's determination. See MA RADV Level II Appeal Procedures (Section IV.C).]

MA Organization Materials

Document Type	Document Number	Document Name
Brief	P - 1	Brief.docx
Medical Record	P - 1	Medical Record.docx

CMS Response

Document Type	Document Number	Document Name
Brief	C - 1	Brief.docx

CMS relies upon the Reconsideration Official's written determination as its response for this ARN.

MA Organization Reply

Note: MA Organization Reply is optional.

Attach MA Organization Reply Documents.

Action	Document Type	Document Number	Document Name
No documents to display.			

Figure 106: Due Dates and Submission Requirements Response Page

4. Select the **Upload** button and select the document type from the **Select Type** drop-down menu to attach MA Organization Reply documents. The available documentation types include brief, list of exhibits, exhibit, and medical record. Repeat as needed for additional materials.

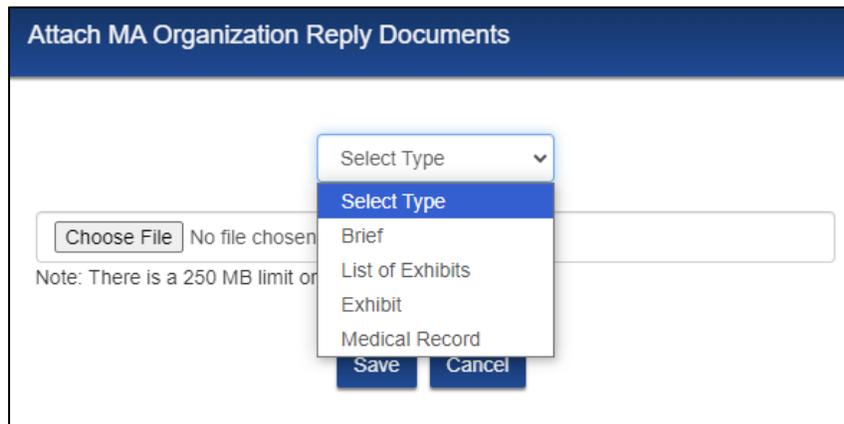


Figure 107: Attach MA Organization Reply Documents - Select Document Type

5. The uploaded documents appear in the document summary table. Select the **Save** button to return to the Due Dates and Submission page.
6. The completed ARN will display a check mark in the **MA Organization Reply** column of the Response Summary table.
7. Repeat steps 2-6 to complete the MA Organization Reply for each remaining ARN where an optional reply will be submitted.
8. When all responses are complete, select the **Submit** button.

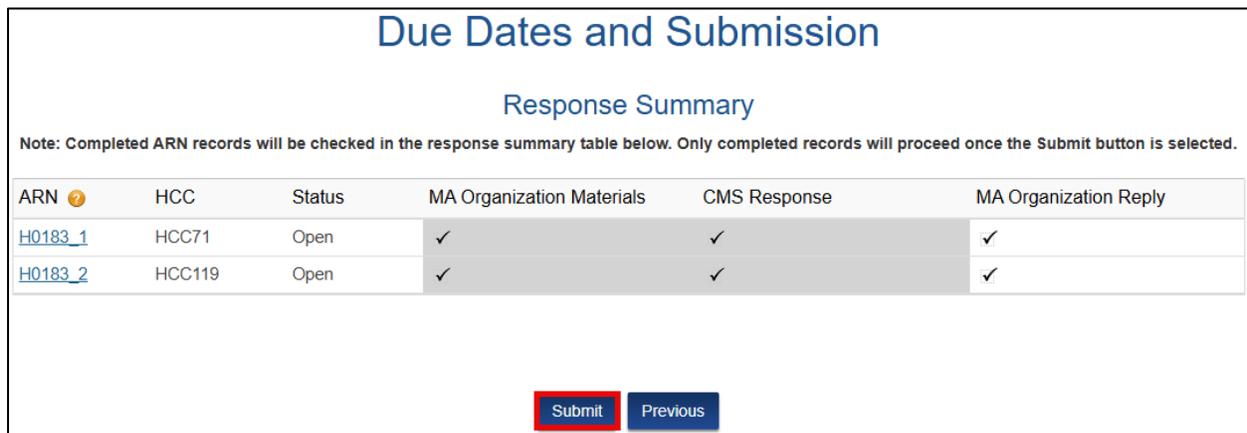
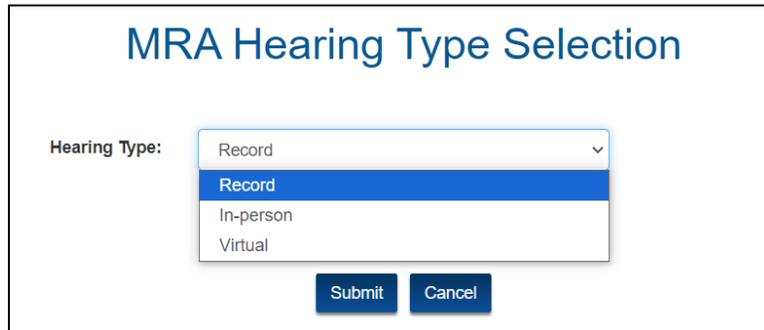


Figure 108: MA Organization Reply - Submit Button

3.3.4.2.5 Due Dates and Submission Requirements – Hearing Type

To respond to the Hearing Type case action, complete the following:

1. Select the applicable **Respond** button from the Case Actions table. The **MRA Hearing Type Selection** page is displayed with a **Hearing Type** drop-down menu. Options include Record, In-Person, and Virtual hearings.



The screenshot shows a form titled "MRA Hearing Type Selection". On the left, the text "Hearing Type:" is followed by a drop-down menu. The menu is open, showing three options: "Record", "In-person", and "Virtual". The "Record" option is highlighted with a blue background. Below the menu are two buttons: "Submit" and "Cancel".

Figure 109: MRA Hearing Type Selection - Drop-down Menu

2. Select the type of hearing from the **Hearing Type** drop-down menu and select the **Submit** button.



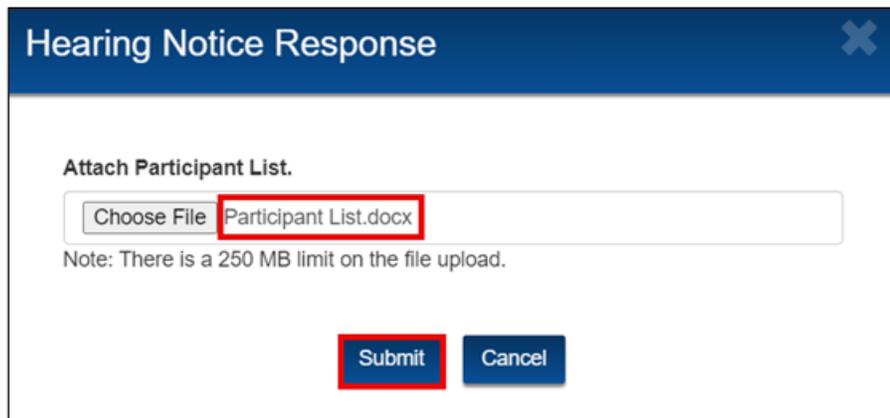
The screenshot shows the same form as Figure 109, but now the "In-person" option is selected in the drop-down menu. The "Submit" button is highlighted with a red border.

Figure 110: MRA Hearing Type Selection - Submit Button

3.3.4.2.6 Notice of Hearing – Participant List

To respond to the Participation List case action (applicable only for virtual or in-person hearings), complete the following:

1. Select the applicable **Respond** button from the Case Actions table.
2. A **Hearing Notice Response** pop-up window is displayed. Upload your participant list and select the **Submit** button.



Hearing Notice Response

Attach Participant List.

Choose File Participant List.docx

Note: There is a 250 MB limit on the file upload.

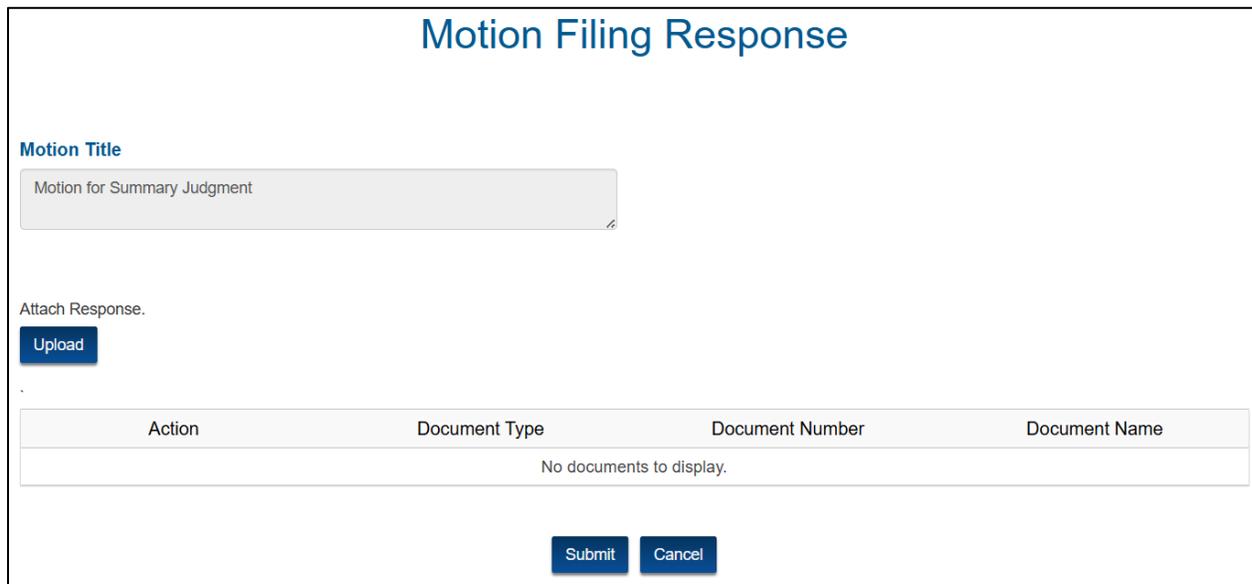
Submit Cancel

Figure 111: Hearing Notice Response

3.3.4.2.7 Opposing Party Motion – Responsive Brief

To respond to a Motion case action, whether related to a General Motion or a Motion for Summary Judgment, complete the following steps:

1. Select the applicable **Respond** button from the Case Actions page. The Motion Filing Response page is displayed.



Motion Filing Response

Motion Title

Motion for Summary Judgment

Attach Response.

Upload

Action	Document Type	Document Number	Document Name
No documents to display.			

Submit Cancel

Figure 112: Motion Filing Response Page

2. Select the **Upload** button and then select the document type in the **Select Type** drop-down menu. The supporting documents may include a brief (required), exhibits, and list of exhibits. Select **Choose File** to upload your document. Select the **Save** button.

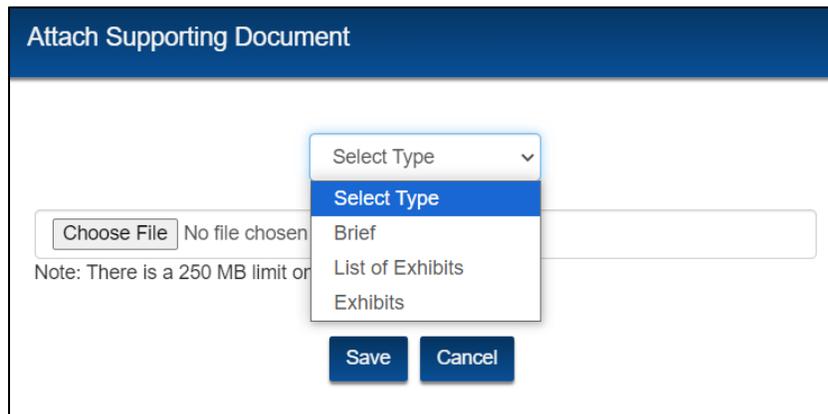


Figure 113: Attach Supporting Document - Select Document Type

- The uploaded document will appear in the document summary table. Repeat the upload process as needed, and when documents are complete, select the **Submit** button.

Action	Document Type	Document Number	Document Name
Remove	Brief	P - 1	Brief.docx

Figure 114: Motion Filing Response - Document Summary Table with Submit Button

- A confirmation of filing submission pop-up window is displayed. Select the **Close** button.

3.3.4.3 Create Filings and Submissions Drop-Down Menu

The Case Filings and Submission drop-down menu, located on the bottom of the Case Actions tab, allows user to submit materials to OH that were not specifically requested. The filing options vary by user type.

The list of available correspondence options for the MAO includes:

- Withdraw ARN(s)
- Add ARN
- Withdraw PEC Appeal
- Change Representative
- File PEC Appeal
- File Motion
- Other

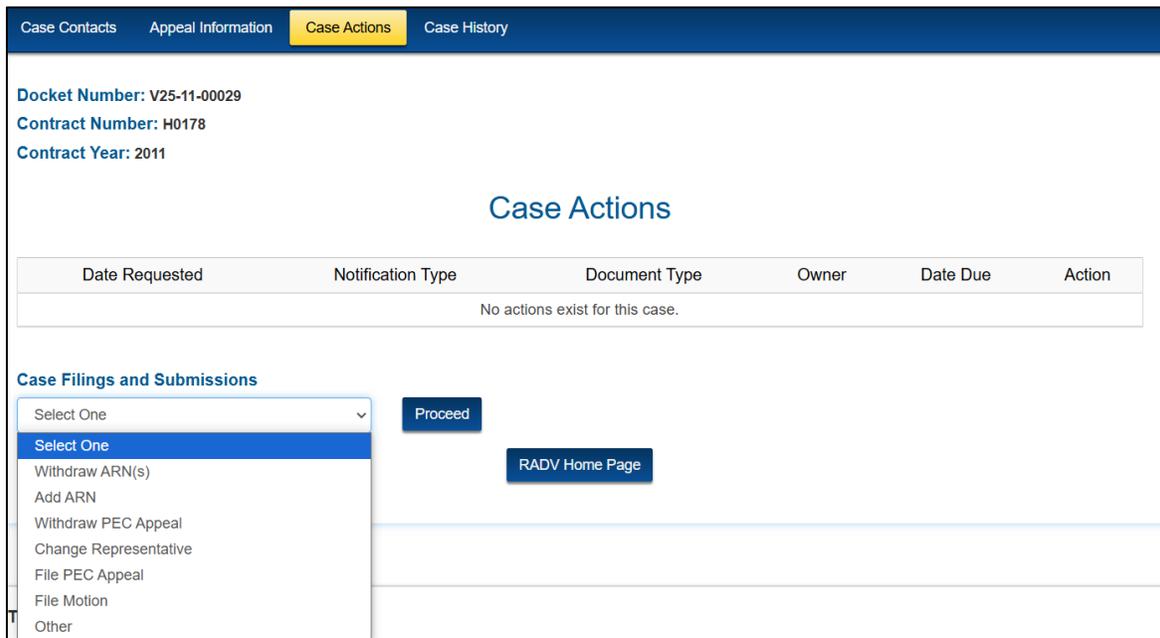
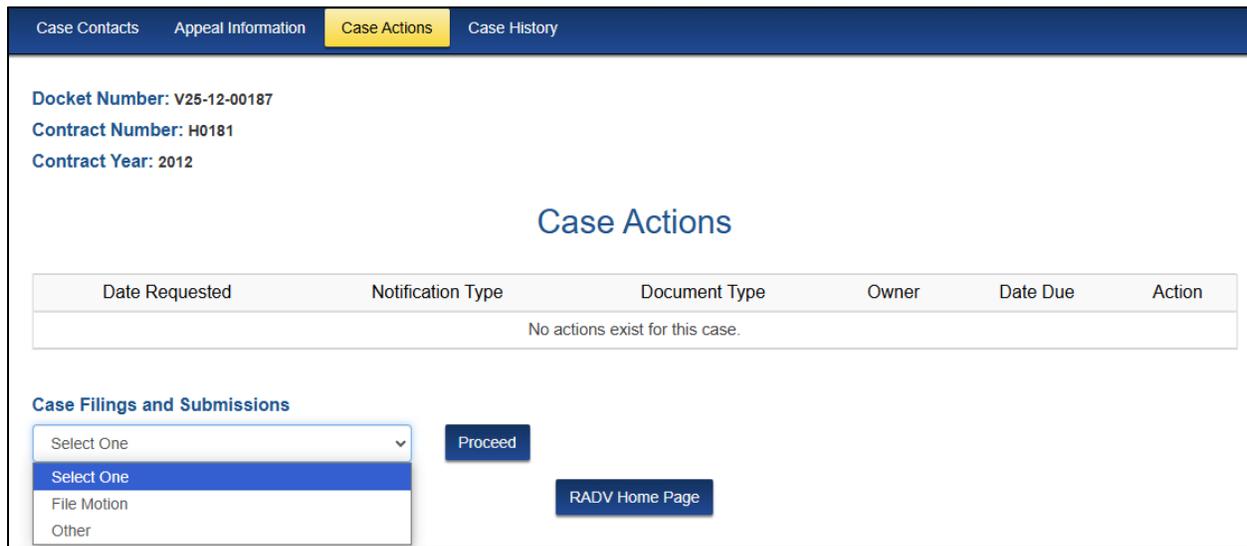


Figure 115: Case Filings and Submissions Drop-Down Menu - MAO User

Note: Options in the drop-down list may vary depending on the stage of the case. For example, the MA Organization will not see the ‘Withdraw ARN(s)’ option if there is a disposition for each of the appealed ARNs in the Medical Record Appeal (e.g., withdrawal, dismissal, or decision). Similarly, there will be no ‘Withdraw PEC Appeal’ option if the Payment Error Calculation Appeal has not yet been filed.

The list of available correspondence options for CMS includes:

- File Motion
- Other



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

Docket Number: V25-12-00187
Contract Number: H0181
Contract Year: 2012

Case Actions

Date Requested	Notification Type	Document Type	Owner	Date Due	Action
No actions exist for this case.					

Case Filings and Submissions

Select One

Select One
File Motion
Other

Figure 116: Case Filings and Submissions Drop-Down Menu - CMS User

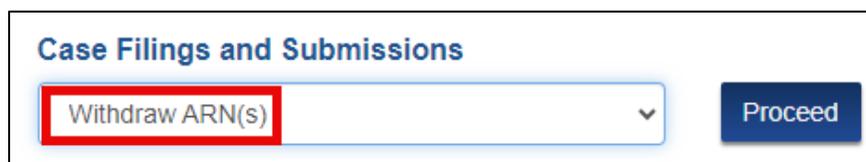
3.3.4.4 Sample Additional Case Filings

Refer to the following subsections for additional details about processing each specific case filing type.

3.3.4.4.1 Withdraw ARN(s)

The Withdraw ARN(s) option only appears to users who have submitted an MRA.

1. Select Withdraw ARN(s) from the Case Filings and Submissions drop-down menu, located on the Case Actions tab. Select the **Proceed** button.

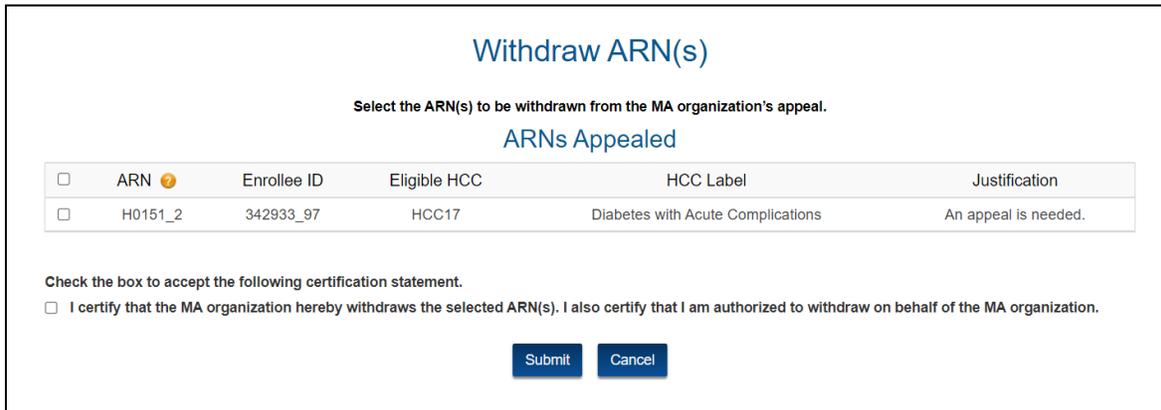


Case Filings and Submissions

Withdraw ARN(s)

Figure 117: Case Filings and Submissions - Withdraw ARN(s)

2. The **Withdraw ARN(s)** page is displayed.



Withdraw ARN(s)

Select the ARN(s) to be withdrawn from the MA organization's appeal.

ARNs Appealed

ARN	Enrollee ID	Eligible HCC	HCC Label	Justification
<input type="checkbox"/> H0151_2	342933_97	HCC17	Diabetes with Acute Complications	An appeal is needed.

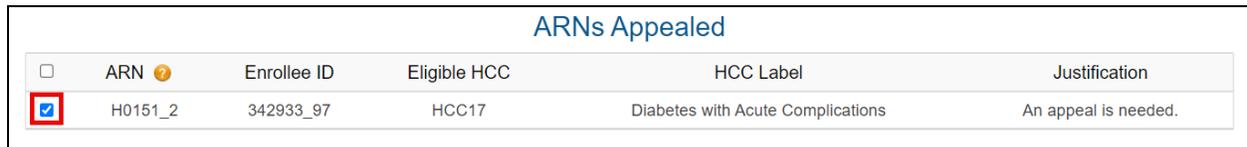
Check the box to accept the following certification statement.

I certify that the MA organization hereby withdraws the selected ARN(s). I also certify that I am authorized to withdraw on behalf of the MA organization.

Submit **Cancel**

Figure 118: Case Filings and Submissions - Withdraw ARN(s) Page

3. Select the ARN(s) to be withdrawn by checking the box(es) in the **ARNs Appealed** table.

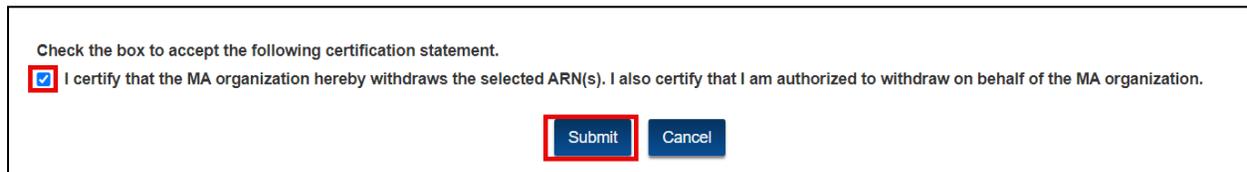


ARNs Appealed

ARN	Enrollee ID	Eligible HCC	HCC Label	Justification
<input checked="" type="checkbox"/> H0151_2	342933_97	HCC17	Diabetes with Acute Complications	An appeal is needed.

Figure 119: Withdraw ARN(s) - Select ARN(s)

4. Check the box to accept the certification statement and select the **Submit** button.



Check the box to accept the following certification statement.

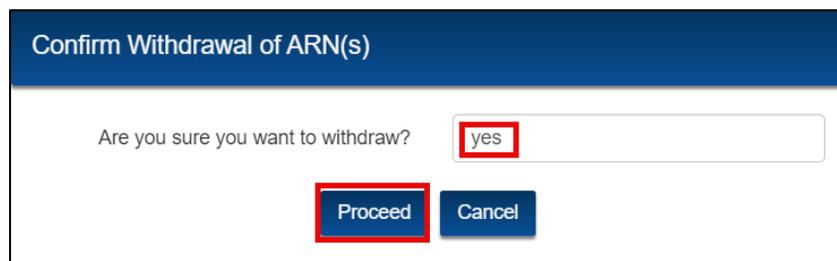
I certify that the MA organization hereby withdraws the selected ARN(s). I also certify that I am authorized to withdraw on behalf of the MA organization.

Submit **Cancel**

Figure 120: Withdraw ARN(s) - Certification Statement

5. A confirmation pop-up window is displayed. Enter **yes** in the **Are you sure you want to withdraw?** field to proceed and select the **Proceed** button.

Note: This field is not case sensitive.



Confirm Withdrawal of ARN(s)

Are you sure you want to withdraw?

Proceed **Cancel**

Figure 121: Withdraw ARN(s) - Confirmation Pop-Up Window

Note: If all the ARNs in an appeal are withdrawn, the Confirm Withdrawal of ARN(s) pop-up window will display a message that states “Note: The case may be closed because this is the last ARN in the Medical Record Appeal. Are you sure you want to withdraw?”

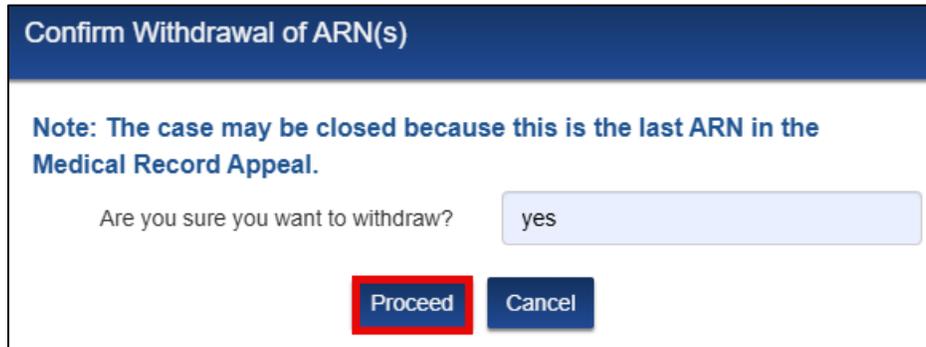


Figure 122: Withdraw ARN(s) - All ARN(s) Withdrawn Pop-Up Window

6. A confirmation of submission pop-up window will appear stating “The request was submitted.” Select the **Close** button.

3.3.4.4.2 Add ARN

The Add ARN option only appears to users who have submitted an MRA. This case action is only intended for MA Organizations that omitted an ARN from the initial appeal request (and the 60-day filing deadline has not expired).

1. Select the Add ARN option from the Case Filings and Submissions drop-down menu. Select the **Proceed** button.

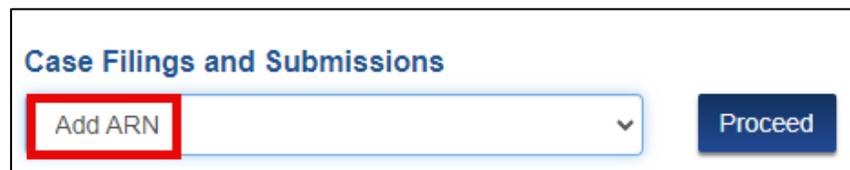


Figure 123: Case Filings and Submissions - Add ARN

2. The **Add ARN** Case Action page is displayed.

Add ARN Case Action

Attach Written Reconsideration Decision (optional).

Attach Cover Letter (optional).

List of ARN(s)

To appeal ARN(s), select and enter justification.

ARNs Selected: 1

Selection	ARN 	Enrollee ID	Eligible HCC	HCC Label
<input type="button" value="Select"/>	H0032_3	925008_46	HCC52	Drug/Alcohol Dependence
<input type="button" value="Select"/>	H0032_4	925008_46	HCC68	Paraplegia

ARN(s) Added

ARN 	Enrollee ID	Eligible HCC	HCC Label	Justification	Actions
H0032_2	925008_46	HCC18	Diabetes with Ophthalmologic or Unspecified Manifestation	[Specify a justification why t	<input type="button" value="Edit"/> <input type="button" value="Remove"/>

Figure 124: Case Filings and Submissions - Add ARN Page

3. Refer to *Section 3.2.2.1 - Attach Written Reconsideration Decision* and *Section 3.2.2.2 - Attach Cover Letter* for instructions regarding these document uploads. The documents are optional but encouraged if there is additional information to share regarding the additional ARNs.
4. Refer to *Section 3.2.2.3 - List of Appeal Reference Number(s) ("ARN") Table* for instructions related to the ARN entries.
5. When the documentation is complete, select the **Submit** button to add the ARN(s) to the appeal.
6. A confirmation of submission pop-up window will appear stating "The request was submitted." Select the **Close** button.

3.3.4.4.3 Withdraw PEC Appeal

The Withdraw PEC Appeal option only appears to users who have submitted a PEC appeal.

1. Select Withdraw PEC Appeal option from the Case Filings and Submissions drop-down menu. Select the **Proceed** button.



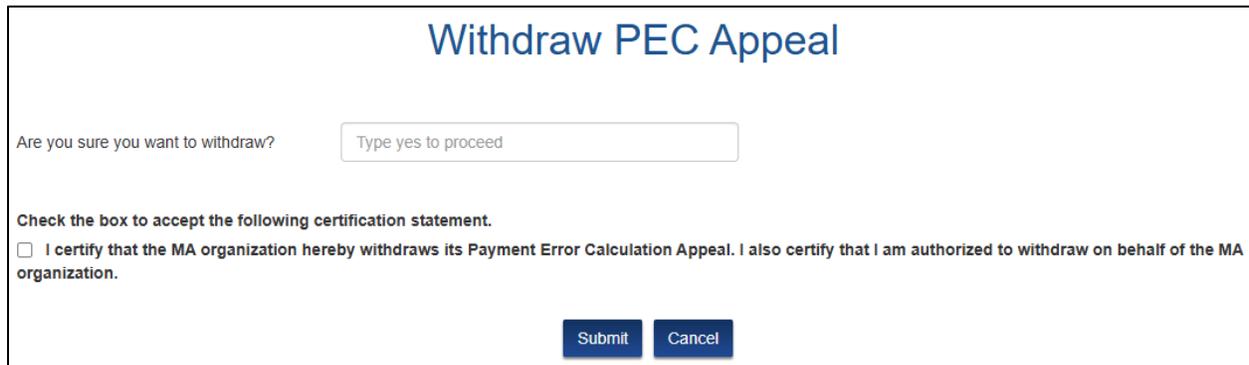
Case Filings and Submissions

Withdraw PEC Appeal

Proceed

Figure 125: Case Filings and Submissions - Withdraw PEC Appeal

- The **Withdraw PEC Appeal** page is displayed, including a message that the case will be closed because the Payment Error Calculation is being withdrawn.



Withdraw PEC Appeal

Are you sure you want to withdraw?

Check the box to accept the following certification statement.

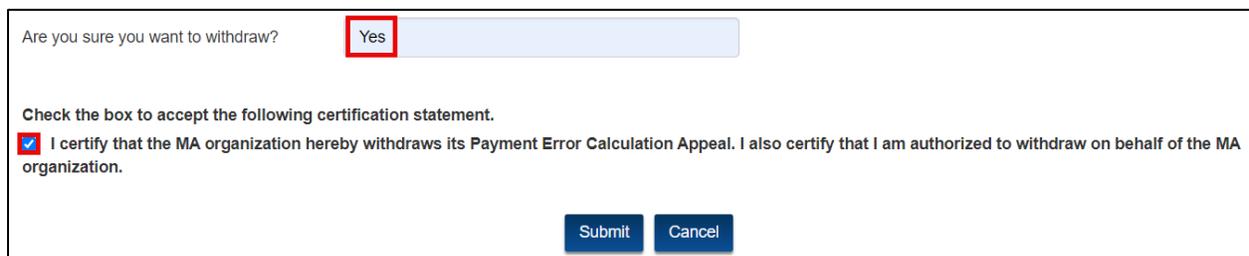
I certify that the MA organization hereby withdraws its Payment Error Calculation Appeal. I also certify that I am authorized to withdraw on behalf of the MA organization.

Submit Cancel

Figure 126: Withdraw PEC Appeal Page

- Enter **Yes** in the **Are you sure you want to withdraw?** field and select the checkbox next to the certification statement.

Note: This field is not case sensitive.



Are you sure you want to withdraw?

Check the box to accept the following certification statement.

I certify that the MA organization hereby withdraws its Payment Error Calculation Appeal. I also certify that I am authorized to withdraw on behalf of the MA organization.

Submit Cancel

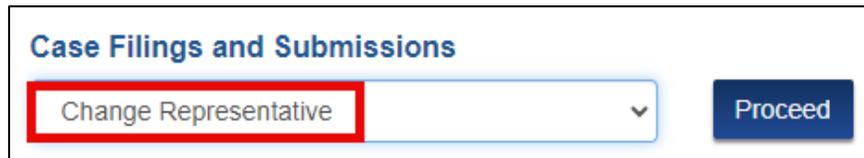
Figure 127: Withdraw PEC Confirmation

- Select the **Submit** button.
- A confirmation of submission pop-up window will appear stating “The request was submitted.” Select the **Close** button.

3.3.4.4 Change Representative

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

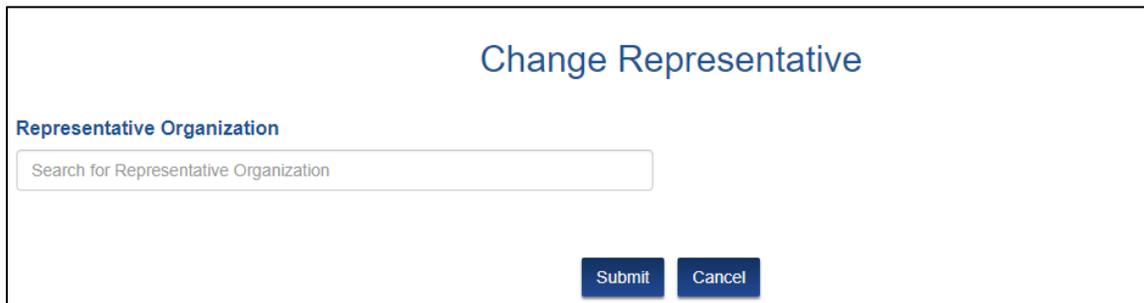
1. Select Change Representative option from the Case Filings and Submissions drop-down menu. Select the **Proceed** button.



The screenshot shows a dropdown menu titled "Case Filings and Submissions". The selected option is "Change Representative", which is highlighted with a red border. To the right of the dropdown is a blue button labeled "Proceed".

Figure 128: Case Filings and Submissions - Change Representative

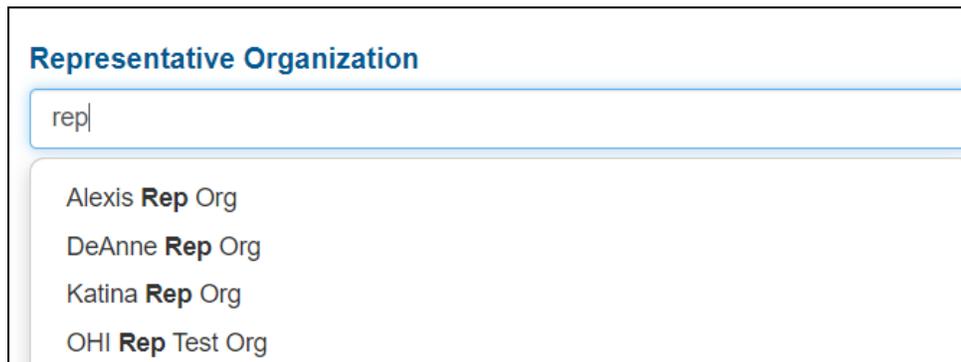
2. The **Change Representative** page is displayed.



The screenshot shows the "Change Representative" page. At the top, the title "Change Representative" is displayed in blue. Below the title is a section titled "Representative Organization" with a search input field containing the placeholder text "Search for Representative Organization". At the bottom of the page are two blue buttons: "Submit" and "Cancel".

Figure 129: Change Representative Page

3. The Representative Organization field 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.



The screenshot shows the "Representative Organization" predictive text field. The input field contains the text "rep|". Below the input field, a list of suggestions is displayed: "Alexis Rep Org", "DeAnne Rep Org", "Katina Rep Org", and "OHI Rep Test Org".

Figure 130: Representative Organization Predictive Text Field

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

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



A screenshot of a web form titled "Representative Contact". It features a drop-down menu with a light blue border. The menu is currently open, showing three options: "Select One" (highlighted in blue), "Select One", and "Katina Miller- Rep".

Figure 131: Representative Contact Drop-Down Menu

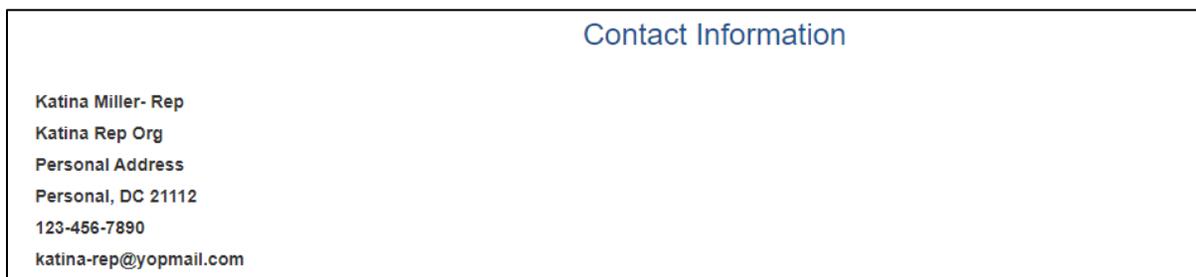
5. Select a representative contact from the Representative Contact drop-down menu.



A screenshot of the same "Representative Contact" form. The drop-down menu is now closed, and "Katina Miller- Rep" is displayed as the selected option. A red rectangular box highlights the text "Katina Miller- Rep" within the menu box.

Figure 132: Representative Contact Selected

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

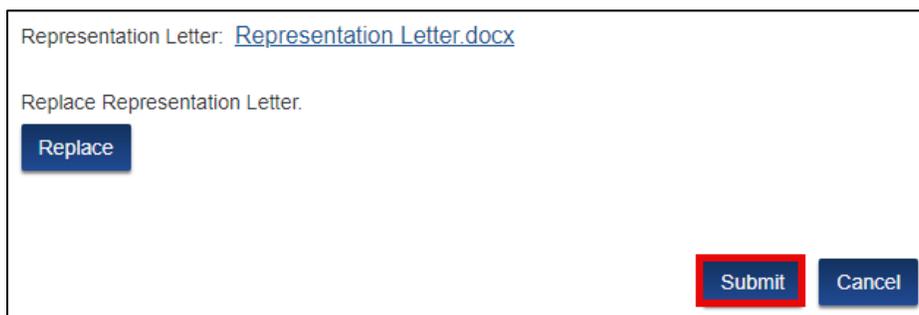


A screenshot of a web form titled "Contact Information". The form displays the following text:

Katina Miller- Rep
 Katina Rep Org
 Personal Address
 Personal, DC 21112
 123-456-7890
 katina-rep@yopmail.com

Figure 133: Representative Contact - Contact Information

7. Select the Upload button under Attach Representation Letter to upload your change of representation letter.
8. An Attach Representation Letter pop-up window is displayed. Upload the change of representation letter and select the **Save** button. Once the file has been uploaded, a link to the Representation Letter is displayed and the Upload button changes to a Replace button. Select the **Submit** button.



A screenshot of a pop-up window titled "Change Representative". The window contains the following text and buttons:

Representation Letter: [Representation Letter.docx](#)

Replace Representation Letter.

The "Submit" button is highlighted with a red rectangular box.

Figure 134: Change Representative - Hyperlink, Replace Button, and Submit Button

9. A confirmation of submission pop-up window will appear stating “The request was submitted.” Select the **Close** button.

3.3.4.4.5 File PEC Appeal (MRA Finalized)

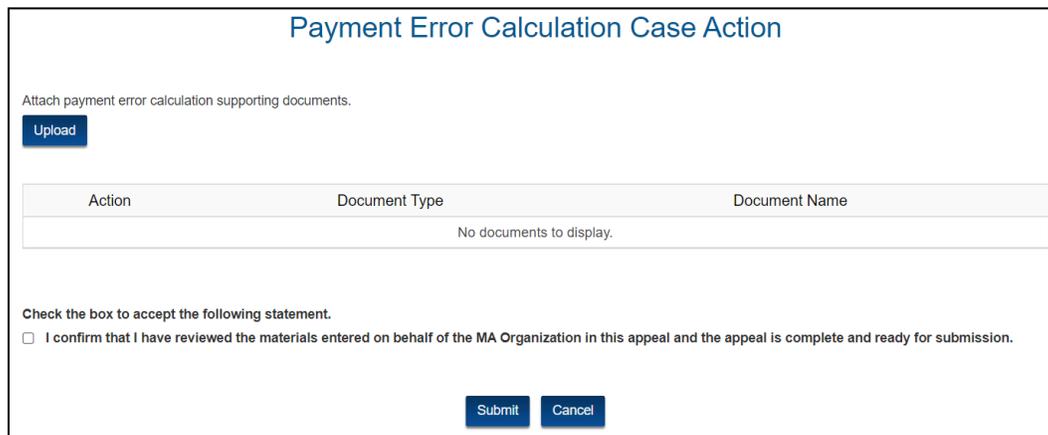
Once the Medical Record Appeal is finalized, you may request to reopen the case to file a Payment Error Calculation Appeal related to the original Medical Record Appeal.

1. Enter the MRA case number in **Search for Closed Cases** field at the bottom of the MA RADV Appeals Home screen. Select the **Submit Search** button. Select the docket number hyperlink.
2. Select the Case Actions tab.
3. Select File PEC Appeal option from the Case Filings and Submissions drop-down menu. Select the **Proceed** button.



Figure 135: Case Filings and Submissions Drop-Down Menu - File PEC Appeal

4. The File PEC Appeal page is displayed.



The screenshot shows the "Payment Error Calculation Case Action" page. It includes an "Upload" button for attaching supporting documents, a table with columns for Action, Document Type, and Document Name (currently empty with "No documents to display."), a checkbox for accepting a statement, and "Submit" and "Cancel" buttons at the bottom.

Figure 136: Case Filings and Submissions - File PEC Appeal Page

5. Select the **Upload** button to attach your PEC supporting documents.

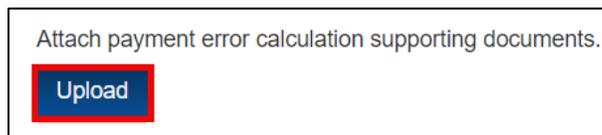


Figure 137: Upload PEC Supporting Documents

- A pop-up window to Attach Payment Error Calculation Supporting Documents is displayed. Select the type of document from the drop-down menu.

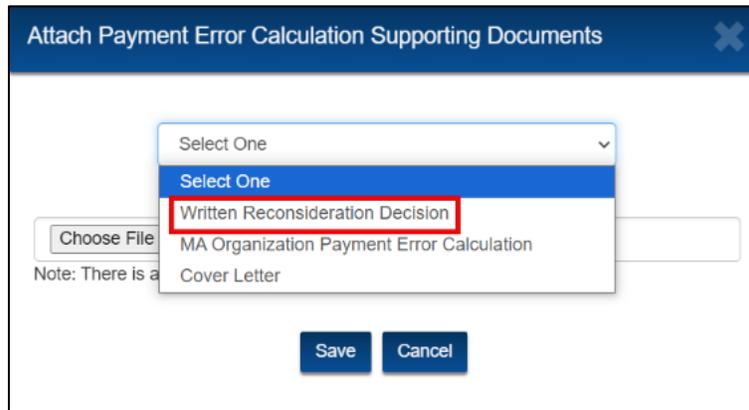


Figure 138: Attach PEC Supporting Documents - Select the File Type

- Select the **Choose File** button to upload the document. Select the **Save** button.
- To upload additional documents, repeat steps 5-7.

Note: The Written Reconsideration Decision and the MA Organization Payment Error Calculation are required documents. The cover letter is optional.

Note: Select the **Save** button to save your progress on the Payment Error Calculation Appeal page if additional time is needed between uploads.

- The documents you uploaded are displayed in the document summary table. To remove a document, select the **Remove** button.

Action	Document Type	Document Name
Remove	MA Organizations PEC - 1	Payment Error Calculation.docx
Remove	Written Reconsideration Decision	Written Reconsideration Decision.docx

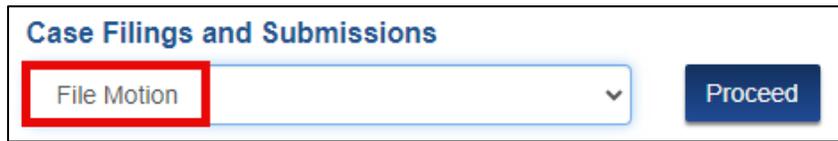
Figure 139: PEC Document Summary Table

- Once all documents have been uploaded, select the **Save and Continue** button.
- A confirmation of submission pop-up window will appear stating “The request has been submitted to the CMS Hearing Officer.” Select the **Close** button.

3.3.4.4.6 File Motion

A motion can be filed by either party.

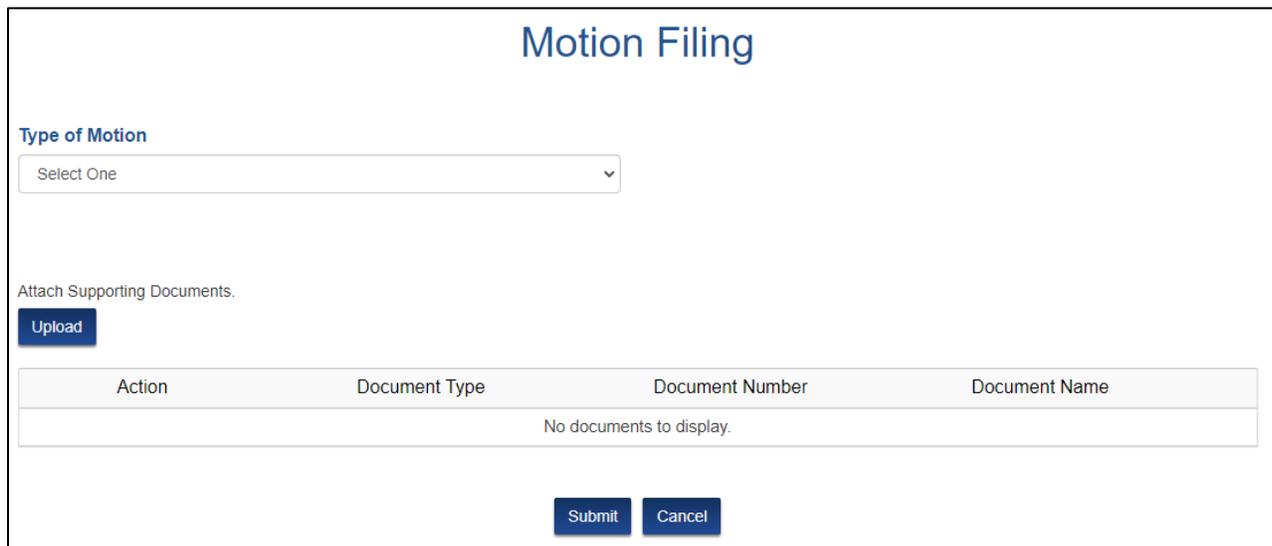
1. Select File Motion option from the Case Filings and Submissions drop-down menu. Select the **Proceed** button.



The screenshot shows a form titled "Case Filings and Submissions". It contains a drop-down menu with "File Motion" selected and highlighted with a red box. To the right of the menu is a blue "Proceed" button.

Figure 140: Case Filings and Submissions Drop-Down Menu - File Motion

2. The Motion Filing page is displayed.



The screenshot shows the "Motion Filing" page. It features a "Type of Motion" drop-down menu with "Select One" selected. Below this is an "Attach Supporting Documents" section with an "Upload" button. A table with columns "Action", "Document Type", "Document Number", and "Document Name" is shown, with the message "No documents to display." below it. At the bottom are "Submit" and "Cancel" buttons.

Figure 141: Case Filings and Submissions - Motion Filing Page

3. Select the **Type of Motion** from the drop-down menu.



The screenshot shows the "Type of Motion" drop-down menu. The menu is open, showing options: "Select One", "Motion for Summary Judgment", and "General Motion". "General Motion" is highlighted in blue.

Figure 142: Type of Motion Drop-Down Menu

4. When **General Motion** is selected, a Motion Title field appears below the drop-down menu. Enter a short but descriptive title in the field.



Figure 143: Type of Motion - General Motion

Note: When a Motion for Summary Judgment is selected, a separate title for the filing is not required as it is pre-established as Motion for Summary Judgment.

5. Select the **Upload** button under **Attach Supporting Documents**.
6. In the **Attach Supporting Documents** pop-up window, select the type of document to be uploaded from the **Type** drop-down menu and upload the supporting documentation. Select the **Save** button.

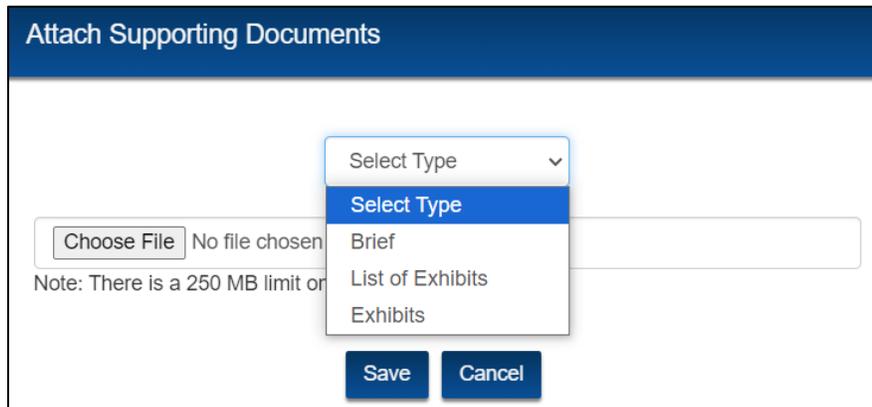


Figure 144: Attach Supporting Documents - Select Document Type

7. The uploaded document is displayed in the document summary table. To remove or replace the file, select the **Remove** button.

Action	Document Type	Document Number	Document Name
Remove	Brief	P - 1	Brief.docx

Figure 145: Motion Filing - Document Summary Table

8. Once all the documentation is uploaded, select the **Submit** button.
9. A confirmation of submission pop-up window will appear stating “The request was submitted.” Select the **Close** button.

3.3.4.4.7 Other Correspondence

Parties should use the **Other** option to submit correspondence and requests by completing the following steps:

1. Select **Other** option from the Case Filings and Submission drop-down menu. Select the **Proceed** button.

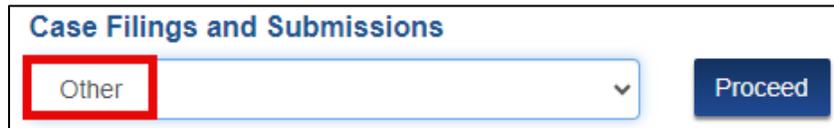


Figure 146: Case Filings and Submissions - Other

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

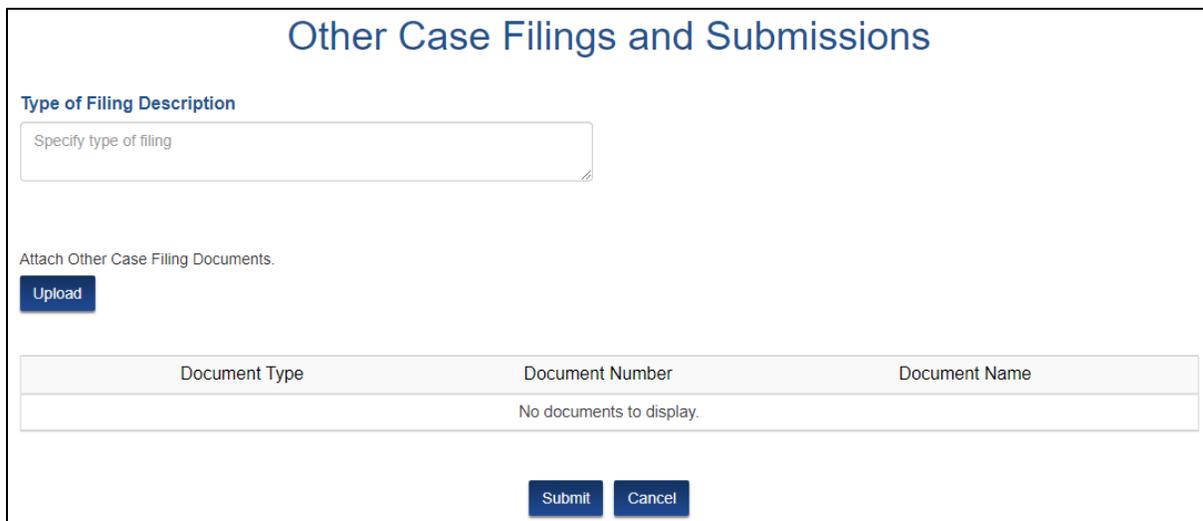


Figure 147: Other Case Filings and Submissions Page

3. In the Type of Filing Description field, specifically define the type of request, e.g., extension request, procedural question, etc. This is a required, free form text field that allows the user to enter text of up to 120 characters.
4. Select the **Upload** button under **Attach Other Case Filing Documents** to upload a document.
5. An **Attach Other Case Filing Documents** pop-up window is displayed. Select the **Type** of document you are uploading from the **Select Type** drop-down menu. Supporting documents may include brief (required), exhibits, and list of exhibits.
6. Select **Choose File** to upload a supporting document. Select the **Save** button.

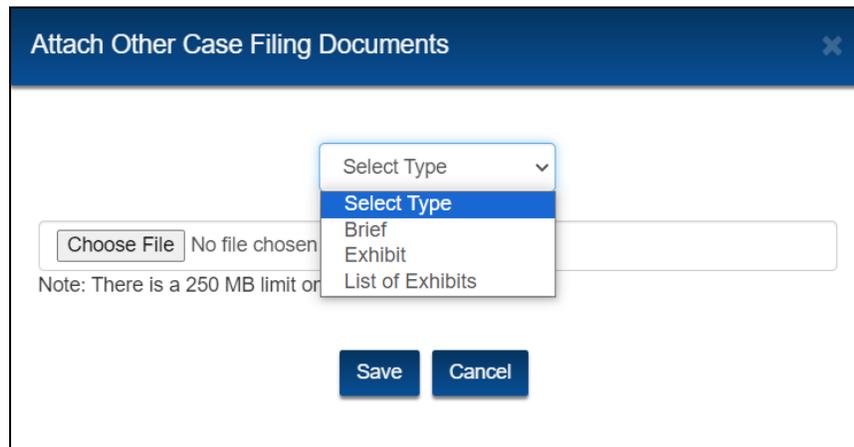


Figure 148: Attach Other Case Filing Documents - Select Type

- The uploaded document is displayed in the document summary table. Repeat the upload process as needed. Select the **Submit** button.

Document Type	Document Number	Document Name
Brief		Brief.docx
List of Exhibits		List of Exhibits.docx
Exhibit	P - 1	Exhibits.docx

Figure 149: Other Case Filings and Submissions - Document Summary Table

- A confirmation of submission pop-up window will appear stating “The request was submitted.” Select the **Close** button.

3.3.5 Case History Page

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

- Date
- Organization
- Action
- **View Documents** buttons



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

Docket Number: V24-11-00017
Contract Number: H0151
Contract Year: 2011

Case History

Date	Organization	Action	
08/21/2024	KBA MAO Org	Other Filing/Submission -Update to Exhibit	View Documents
08/21/2024	KBA MAO Org	Change Representative Requested	View Documents
07/26/2024	KBA MAO Org	Appeal Submitted - (V24-11-00017)	View Documents

[RADV Home Page](#)

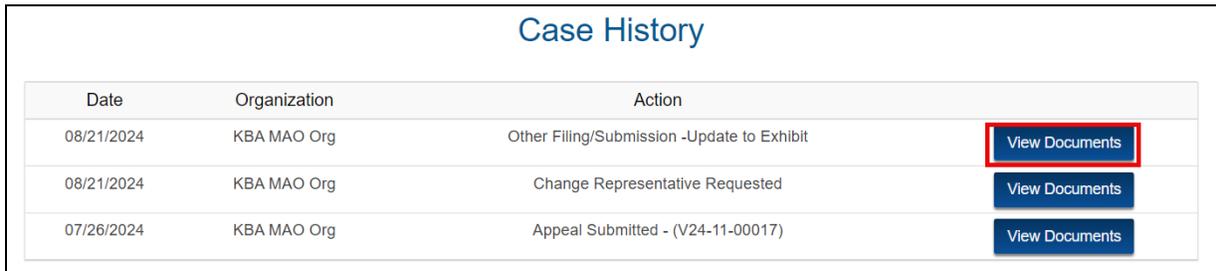
Figure 150: Appeal - Case History Page

Users can view all documentation filed by the MAO (or Representative), Respondent, OH, and the 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.



Case History

Date	Organization	Action	
08/21/2024	KBA MAO Org	Other Filing/Submission -Update to Exhibit	View Documents
08/21/2024	KBA MAO Org	Change Representative Requested	View Documents
07/26/2024	KBA MAO Org	Appeal Submitted - (V24-11-00017)	View Documents

Figure 151: Case History - View Documents Button

2. The View Documents pop-up window is displayed with a listing of Document Type and Document Name. The listing contains the uploaded files and the Confirmation of Filing/Submission.

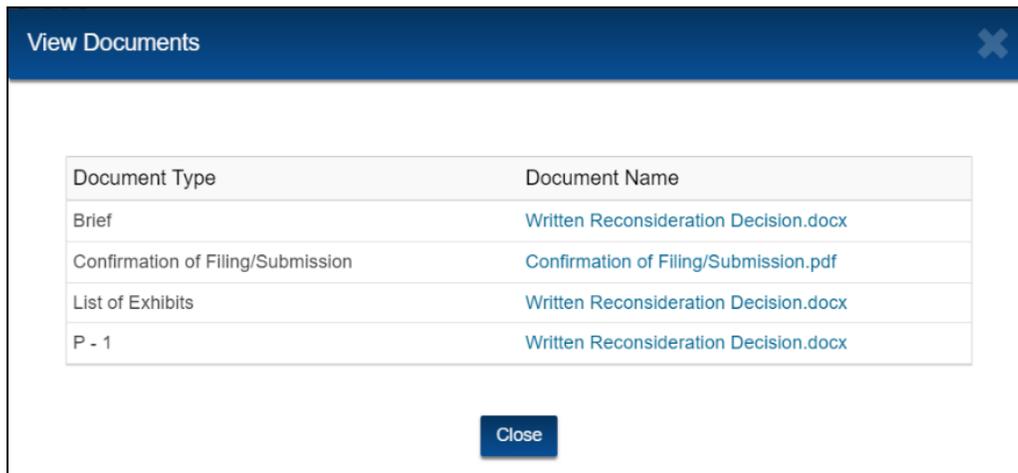


Figure 152: Case History - View Documents Pop-Up Window

3. Select the blue hyperlink in the Document Name column to view any of the specified documents in a separate window.
4. A downloaded file will display in your browser. Select the file to open it.

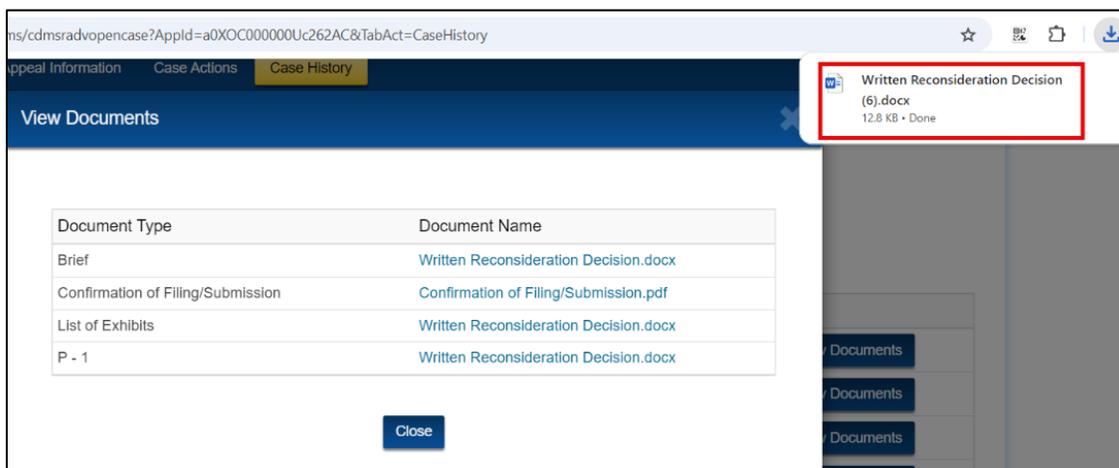


Figure 153: Case History - View Downloaded File (Google Chrome)

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

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 OH CDMS Help Desk via telephone at 1-833-783-8255 or email at helpdesk_ohcdms@cms.hhs.gov. Refer to *Section 5 – Troubleshooting and Support* for instructions.

4.1 Administration Home Page

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



The screenshot shows the OH CDMS landing page. At the top left is the CMS.gov logo with the text "Centers for Medicare & Medicaid Services". At the top right, the date and time "1/15/2025 - 2:49:28 PM EST" and a user greeting "Welcome Katina Miller- Rep" are displayed. The main heading is "Office of Hearings Case and Document Management System". Below this is an "Introduction:" section with a paragraph and a bulleted list of four administrative hearing functions: Provider Reimbursement Review Board (PRRB), Medicare Geographic Classification Review Board (MGRB), Medicare Advantage (MA) Risk Adjustment Data Validation (RADV), and Hearing Officer. At the bottom, there are five colored tiles: Administration (dark blue, highlighted with a red border), PRRB (dark grey), MGRB (green), MA RADV (purple), and Hearing Officer (orange).

Figure 154: OH CDMS Landing Page - Administration Tile

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



Figure 155: OH CDMS Administration Home Page

4.1.1 Active Users

Within the Active Users list, the administrator can view all active users within the organization and deactivate users if they no longer require access to the appeals. The **Active Users** list displays the users' names, email addresses, user IDs, and an action button.



Figure 156: Active Users List

To deactivate a user, select the **Deactivate** button. The **Deactivate User** window is displayed for confirmation. Select the **Proceed** button to complete the action.

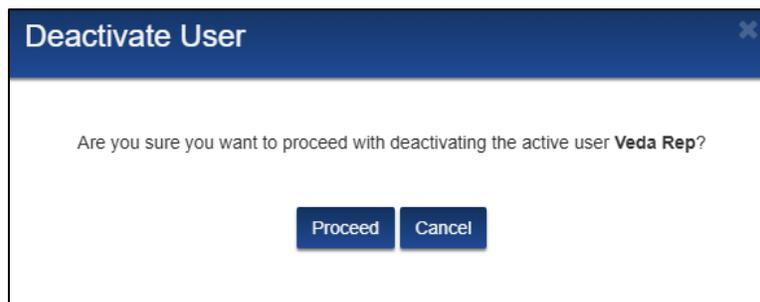


Figure 157: Deactivate User Window

Note: 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 via telephone at 1-833-783-8255 or email at helpdesk_ohcdms@cms.hhs.gov. Refer to *Section 5 – Troubleshooting and Support* for instructions.

4.1.2 Inactive Users

Within the Inactive Users list, the administrator can reactivate or *permanently* archive an inactive user. The **Inactive Users** list displays the users' names, email addresses, user IDs, and two action buttons.



Figure 158: Inactive Users List

To reactivate a user, select the **Reactivate** button. The **Reactivate User** window is displayed for confirmation. Select the **Proceed** button to complete the action and the user will be moved back to the Active Users list.

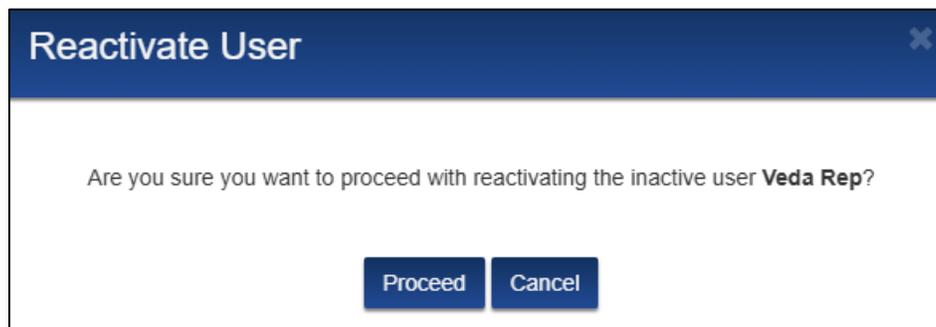
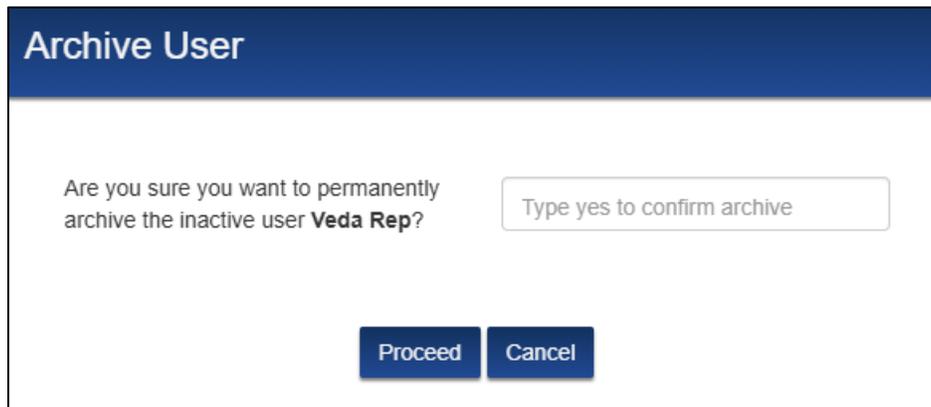


Figure 159: Reactivate User Window

To archive a user, select the **Archive** button. Within the Archive User window, enter **Yes** in the **Are you sure you want to Archive the user?** field to confirm the user is to be permanently archived. Select the **Proceed** button to complete the action.



Archive User

Are you sure you want to permanently archive the inactive user **Veda Rep**?

Type yes to confirm archive

Proceed Cancel

Figure 160: Archive User Window

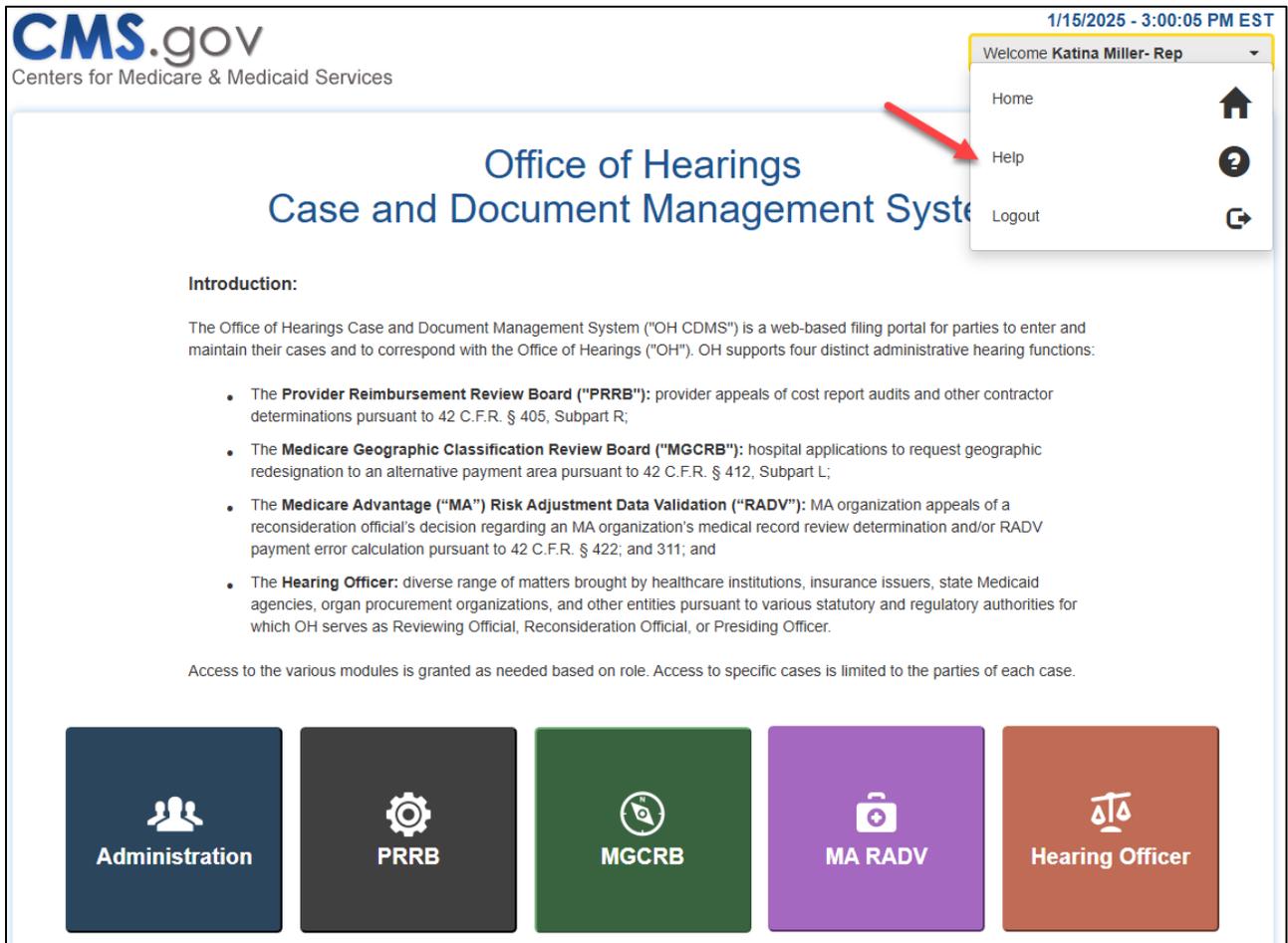
Note: Archiving a user is a *permanent* action to be used when a user is no longer affiliated with your organization. Once a user is archived, they must re-register for OH CDMS through the CMS Portal. The user will need to select a new user role and provide information for their new organization.

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.



1/15/2025 - 3:00:05 PM EST

Welcome **Katina Miller- Rep**

- Home
- Help
- Logout

Office of Hearings Case and Document Management System

Introduction:

The 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 an alternative payment area pursuant to 42 C.F.R. § 412, Subpart L;
- The **Medicare Advantage ("MA") Risk Adjustment Data Validation ("RADV")**: MA organization appeals of a reconsideration official's decision regarding an MA organization's medical record review determination and/or RADV payment error calculation pursuant to 42 C.F.R. § 422; and 311; and
- The **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, Reconsideration Official, or Presiding Officer.

Access to the various modules is granted as needed based on role. Access to specific cases is limited to the parties of each case.

Administration **PRRB** **MGCRB** **MA RADV** **Hearing Officer**

Figure 161: Help Option in Username Drop-Down Menu

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

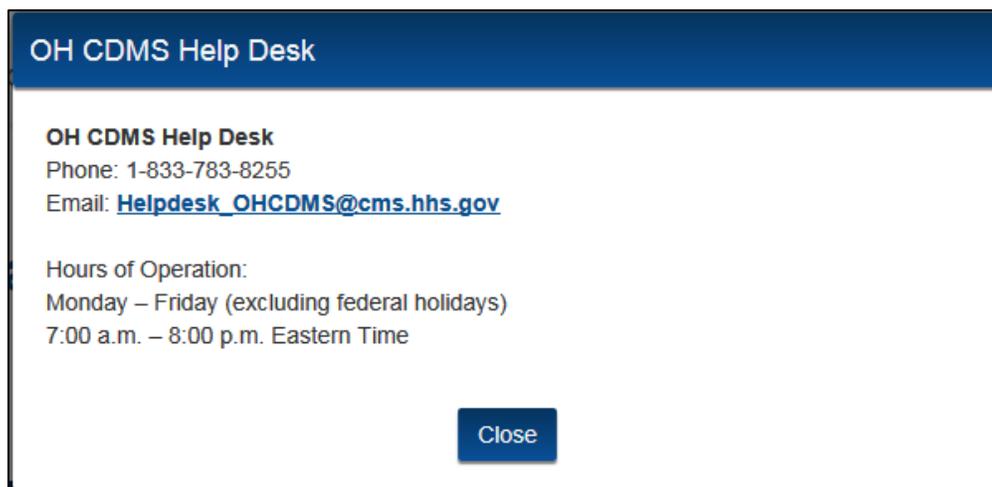


Figure 162: OH CDMS Help Desk Window

Appendix A: Glossary

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

Table 3: Glossary

Term	Acronym	Definition
Appeal Reference Number	ARN	The ARN is a reference number that corresponds with the appeal.
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 and documents filed 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.
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.
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 Advantage Organization	MAO	An MA Organization is the legal entity that has a contract with the Medicare program to provide coverage.
Medical Record Appeal	MRA	An MRA is an appeal processed in the MA RADV module based on the Medical Record Review Determination.

Term	Acronym	Definition
Medicare Advantage Risk Adjustment Data Validation	MA RADV	The MA RADV program is used by CMS to address improper overpayments to Medicare Advantage Organizations.
Medicare Geographic Classification Review Board	MGCRB	The MGCRB processes hospital applications to request geographic redesignation to alternative payment areas.
Medical Record Review Determination	MRRD	An appealable report of results for RADV audits that seek to validate whether an MA plan's medical diagnoses submitted for risk adjustment are supported in the enrollee's medical record.
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.
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.
Payment Error Calculation	PEC	The contract-level calculation that aggregates risk adjustment discrepancies to determine an overall level of payment error that may be extrapolated.
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 the patient medical record or payment history (also referred to as Personal Health Information).
Provider Reimbursement Review Board	PRRB	The PRRB processes provider appeals of cost report audits and other contractor determinations pursuant to 42 C.F.R. § 405, Subpart R.
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.
Request for Information	RFI	An RFI is a case action request sent by OH requesting additional information.

Term	Acronym	Definition
Salesforce	not applicable	Salesforce is a cloud-based platform that provides software and services to create relevant customer experiences.
Salesforce Enterprise Integration Portal	SEI Portal	The SEI Portal is the website by which users log in to OH CDMS (http://sei.cms.gov).
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 4: Record of Changes

Version Number	Date	Description of Change
1.0	4/8/2025	Initial issuance of MA RADV External User Manual for OH CDMS