

Client appeals involve issues regarding eligibility and medical services. If a person applies for Medicaid or another program administered by the Department and is determined to be ineligible, that person can request an appeal of the eligibility determination. If a person already eligible for Medicaid or another program administered by the Department is denied a request for a particular medical service or has benefits reduced or terminated, that person can request an appeal of the action taken.

There is one level of administrative appeal, which is an evidentiary hearing before a Department hearing officer. Client appeal decisions can be appealed to court for review of the record.

Title 42 of the Code of Federal Regulations at Subpart E (§431.200 through 431.250) contains the federal requirements for fair hearings for applicants and recipients of Medicaid.

The Department also has regulations addressing client appeals in the Virginia Administrative Code at 12 VAC 30-110-10 through 12 VAC 30-110-380.