



Commonwealth of Virginia

Virginia Department of Medical Assistance Services

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Virginia Medicaid Launches New Appeals Portal

Members, applicants and providers can use the secure online tool

Richmond – The Virginia Department of Medical Assistance Services (DMAS) today announced the launch of a new portal that allows Medicaid members, applicants and health care providers to file appeals online through a secure web-based platform.

The Appeals Information Management System (AIMS) provides a convenient new method for filing appeals, submitting documents for appeals, tracking the status of cases and viewing the final written decisions.

“AIMS improves access to individuals who rely on the Medicaid appeals process for a fair review of decisions that affect their health coverage,” said Ellen Montz, DMAS Chief Deputy and Chief Health Economist. “We are pleased to offer this efficient and innovative tool to support our Medicaid program.”

Nearly 500 users have already registered to use the portal for client and provider appeals. New users have access to a variety of videos, user guides and other training resources to help them learn the new process.

“The appeals process is an essential part of our mission to improve the health and well-being of Virginians through access to high-quality health care coverage,” said Sarah Hatton, DMAS Deputy of Administration. “The AIMS portal helps us ensure that our 1.9 million members, as well as applicants and providers, have the opportunity to have their voices heard.”

“AIMS is an important step in our work to modernize Virginia’s Medicaid technology infrastructure,” said Chris Gordon, DMAS Deputy for Finance and Technology. “In the fast-moving health care environment, we must be more nimble and transparent in all of our operations, and those goals are particularly urgent for the appeals process.”

Individuals without easy access to the portal can continue to use other options for submitting appeals, including email and mail.

Members in Medicaid managed care health plans and providers in managed care networks will continue to file their initial appeals through the appropriate Managed Care Organization (MCO). The portal is available for members and providers requesting that DMAS review an MCO decision.

[Visit the Virginia Medicaid website to learn more.](#)