

# Virginia Medicaid Client Appeals Process: Step by Step



## Before the Appeal

- 1 You get a notice from an agency denying Medicaid, reducing Medicaid benefits, cancelling Medicaid, or not authorizing services- now what?
- 2 You can file an appeal! Learn more at [www.dmas.virginia.gov/appeals](http://www.dmas.virginia.gov/appeals)
- 3 Indicate your name, contact information, the date of the notice, and explain why you would like to file an appeal.
- 4 You will receive a letter or email confirming your appeal request. You may receive a letter requesting more information.
- 5 Within a few days or weeks, you will receive a letter confirming the date of your hearing. Check to make sure your contact information is correct, and contact us immediately if you need to reschedule.
- 6 Submit documents you would like the DMAS Appeals Division hearing officer and agency to review before the hearing.
- 7 Look out for an appeal summary from the agency outlining why they took the action they did.

## During the Appeal

- 1 The DMAS Appeals Division hearing officer will call you at the number on the schedule letter at the time of the hearing.
- 2 The hearing officer will greet you, then put you on hold and call the agency. Once everyone is on the phone, the hearing officer will begin the hearing
- 3 The hearing officer will read a brief introductory statement, explain the hearing process, ask everyone to introduce themselves, and swear everyone in.
- 4 The hearing officer will ask the agency to explain the action and reason why. You will also explain why you disagree with the agency's action.
- 5 The hearing officer will let you ask questions about the case, then will ask you questions about the case.
- 6 The hearing officer may ask you or the agency for more documents and set a due date to submit the documents.
- 7 The hearing officer will confirm everyone has provided the testimony they want to provide, and will close the hearing.

## After the Appeal

- 1 The DMAS Appeals Division hearing officer may leave the record open to receive documents from you, the agency, or both.
- 2 You and the agency will have a chance to review these documents.
- 3 The hearing officer will review the documents submitted before and after the hearing, and the testimony provided at the hearing.
- 4 The hearing officer will review Medicaid policy and write a decision.
- 5 You will receive a copy of the hearing officer's decision on or before the deadline mentioned in the hearing.
- 6 If the hearing officer...
  - ... *sustains*, the hearing officer agreed with the agency.
  - ... *reverses*, the hearing officer overturns the agency.
  - ... *remands*, the hearing officer will give the agency instructions and time to complete them. You will receive more documentation from the agency.