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\(^1\) 45 CFR Parts 160 and 164, Standards for Privacy of Individually Identifiable Health Information; Final Rule
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## Revision History

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<th>Action/Summary of Changes</th>
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<td>05/04/2015</td>
<td>Tracie Young</td>
<td>Created Health PAS OnLine Grievance and Appeals</td>
<td>Initial</td>
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<td>0.2</td>
<td>05/05/2015</td>
<td>C. Ford</td>
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<td>Draft</td>
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<tr>
<td>0.3</td>
<td>05/06/2015</td>
<td>K. Miller</td>
<td>2nd QA Review</td>
<td>Draft</td>
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<tr>
<td>0.4</td>
<td>07/16/2015</td>
<td>T. Young</td>
<td>Update figures per ALM 2699</td>
<td>Draft</td>
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<tr>
<td>0.5</td>
<td>08/2015</td>
<td>W. Chin</td>
<td>SME Review</td>
<td>Draft</td>
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<tr>
<td>0.6</td>
<td>08/2015</td>
<td>T. Young</td>
<td>Updated based on SME review per ALM 2699</td>
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<tr>
<td>0.7</td>
<td>09/2015</td>
<td>S. Franklin Stewart</td>
<td>The functionality for this user guide was not fully developed for the initial approval of the DSD. This user guide was added to the PM DSD per ALM 2699</td>
<td>Draft</td>
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<tr>
<td>0.8</td>
<td>09/17/2015</td>
<td>Luigi Balducci</td>
<td>QA review per ALM ticket # 2699</td>
<td>Draft</td>
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<tr>
<td>0.9</td>
<td>09/21/2015</td>
<td>Jenny Jacobson</td>
<td>Updated Revision History per defect 2699. COTS products are not subjected for review and/or WV Document and style standards.</td>
<td>Draft</td>
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<tr>
<td>1.0</td>
<td>02/04/2016</td>
<td>Joseph White</td>
<td>Updated Grievance and Appeal section with access update.</td>
<td>Approved</td>
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<tr>
<td>1.1</td>
<td>02/05/2016</td>
<td>Tisjauna Palmer</td>
<td>Update</td>
<td>Approved</td>
</tr>
<tr>
<td>1.2</td>
<td>11/26/2018</td>
<td>Katie Banik</td>
<td>DXC Technology rebranding</td>
<td>Approved</td>
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<td>1.3</td>
<td>11/26/18</td>
<td>DXC</td>
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1. Introduction

The Health PAS-OnLine Grievance and Appeals User Guide provides detailed instructions on how authorized healthcare providers can utilize the Health PAS-OnLine portal to initiate the Grievance and Appeal process.

2. Grievance and Appeal

Grievances and appeals can be initiated through the Contact Us tab of the secure Health PAS-OnLine portal. To access grievance and appeal, follow this step:

From the secured Trading Partner homepage, click the Contact Us tab and select the Grievance and Appeal hyperlink. Refer to Error! Reference source not found. Reference source not found..

![Grievance and Appeal hyperlink]

Figure 2–1: Grievance and Appeal hyperlink
2.1 Grievance and Appeal Submission Methods

A grievance and appeal can be submitted via mail/fax or online. If mail or fax is the preferred method, the grievance and appeal form would be downloaded, printed, completed, and mailed or faxed to the DXC Technology office. Refer to Figure 2–2.

![Grievance Appeal window]

**Figure 2–2: Grievance Appeal window**

2.2 Grievance & Appeal Mail/Fax Method of Submission

To initiate a grievance and appeal via mail/fax, follow these steps:

1. Click **REPORT BY MAIL/FAX** or click the **Click Here to download the form that can be printed, completed, and mailed or faxed** hyperlink. Refer to Figure 2–3.
2. The Grievance Appeal Mail window opens. Refer to Figure 2–4.

3. In the Billing Provider drop-down list, select the appropriate billing provider. Refer to Figure 2–5.
4. In the **Contact Phone** field, enter the telephone number.

5. In the **Contact Email Address** field, enter the email address.

6. Click **CONTINUE** (or click **CANCEL** to return to the **Grievance Appeal** window). *Refer to Figure 2–6.*

7. The **File Download** dialog box displays.
8. Click **Open** to open the GrievanceCoverSheet.pdf within the browser window or to save it to a folder. **Refer to Figure 2–7.**

![Figure 2–7: File Download dialog box](image)

The Health PAS Grievance & Appeal Report contains the following information:

- Tracking Number
- National Provider Identifier (NPI)/Atypical Provider Identifier (API)
- Nature of Grievance/Appeal
- Associated ID or Number
- Requested Action
- Contact Information
  - Contact Name
  - Telephone Number
  - Email
The fax number and mailing address where the grievance and appeal should be sent is enclosed at the bottom. *Refer to Figure 2–8.*
The Health PAS Grievance & Appeal Report also contains the Health PAS Attachment Cover Page, which indicates information pertaining to the grievance and appeal such as the associated document type, tracking number, NPI/API, user ID, fax number, and mailing address. Refer to Figure 2–9.

![Health PAS Attachment Cover Page](image)

Figure 2–9: Health PAS Attachment Cover Page
2.3   **Grievance & Appeals Online Method of Submission**

To initiate a grievance and appeal via Health PAS-OnLine, follow these steps:

1. In the **Grievance Appeal** window, click **REPORT ONLINE** or click the **I would like to enter the information and submit online** hyperlink. *Refer to Error! Reference source not found.*

2. The **Grievance Appeal Main** window opens.

![Figure 2–10: REPORT ONLINE submission option](image)
3. Grievance & Appeals Submission Reason and Online forms

The following sections explain the different reasons available that can be selected by a user that is interested in submitting an online appeal. Refer to Section 2.2 for questions on accessing the Grievance Appeal Main window.

To begin, follow these steps:

1. In the Billing Provider drop-down list, select a billing provider. This field is inactive unless there is more than one billing provider. Refer to Figure 3–1.

![Figure 3–1: Billing Provider drop-down list](image-url)
2. In the **Nature of Grievance/Appeal** drop-down list, select the reason for the grievance/appeal. *Refer to Figure 3–2.*

![Nature of Grievance/Appeal drop-down list](image.jpg)

**Figure 3–2: Nature of Grievance/Appeal drop-down list**

3. Click **CONTINUE** (or **CANCEL** to return to the **Grievance Appeal** window). *Refer to Figure 3–3.*

![CONTINUE button](image2.jpg)

**Figure 3–3: CONTINUE button**
4. Complete all mandatory fields on the **Grievance Appeal Online** window. Refer to Figure 3–4.

![Grievance Appeal Online window](image)

**Figure 3–4: Grievance Appeal Online window**

> The Grievance Appeal Online window changes depending on the selection of the nature of the grievance.
4. Attaching Documentation

If there is additional documentation that needs to be attached with the appeal, follow these steps:

1. Click ATTACH FILE. Refer to Figure 4–1.

![Figure 4–1: ATTACH FILE button](image)

2. The **Grievance and Appeal Attachments** window displays.
3. In the **Type of Attachment** drop-down list, select the type of attachment. The valid file formats are GIF, JPEG, MS Excel, MS Word, PDF, and TIFF. Refer to **Figure 4–2**.

![Type of Attachment drop-down list](image)

**Figure 4–2: Type of Attachment drop-down list**

5. Click ATTACH. Refer to Figure 4–3.

![Grievance and Appeal Attachments](image)

Figure 4–3: ATTACH button

6. Once the documentation is attached, a message that reads, **Attachment submitted to queue successfully**, displays.

7. Click RETURN to return to the **Grievance Appeal Online** window. Refer to Figure 4–4.

![Grievance and Appeal Attachments](image)

Figure 4–4: Attachment submitted to queue successfully message and RETURN button

If you have multiple documents to attach, repeat steps 1–7.
8. To review another attachment, select the attachment in the Attachments drop-down list. Refer to Figure 4–5.

![Grievance & Appeals](image)

**Figure 4–5: Attachments drop-down list**
5. Appeal Submission

To submit an appeal, follow these steps:

1. Click SUBMIT. Refer to Figure 5–1.

![Figure 5–1: SUBMIT button]

   To return to the Grievance Appeal window, click CANCEL.

2. Upon successful submission, the Grievance & Appeal Confirmation window displays.

3. Record the displayed tracking number for the grievance and appeal. This tracking number is used to track the progress of the appeal workflow. Notifications regarding decisions, court dates, and requests for information or other steps will be provided during the appeal review period. Refer to Figure 5–2.

   For questions regarding the appeal, contact the Program Integrity Department at 1-304-558-1700.
4. Within the **Grievance & Appeal Confirmation** window, select one of the following options:

- PRINT CONFIRMATION
- PRINT ATTACHMENT COVERSHEET
- CLOSE

Error! Reference source not found. describes each button in the Grievance & Appeal Confirmation window.

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<td>PRINT CONFIRMATION</td>
<td>Use this button for a printable copy of the details pertaining to the submitted appeal.</td>
</tr>
<tr>
<td>PRINT ATTACHMENT COVERSHEET</td>
<td>Use this button for a printable copy of the attachment coversheet. Printed as shown in example Figure 2–9.</td>
</tr>
<tr>
<td>CLOSE</td>
<td>Use this button to close the Grievance &amp; Appeal Confirmation window.</td>
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**Table 5-1: Grievance & Appeal Confirmation Window Buttons**
End of Documentation