


THE NATIONAL RAC (and MAC) SUMMIT

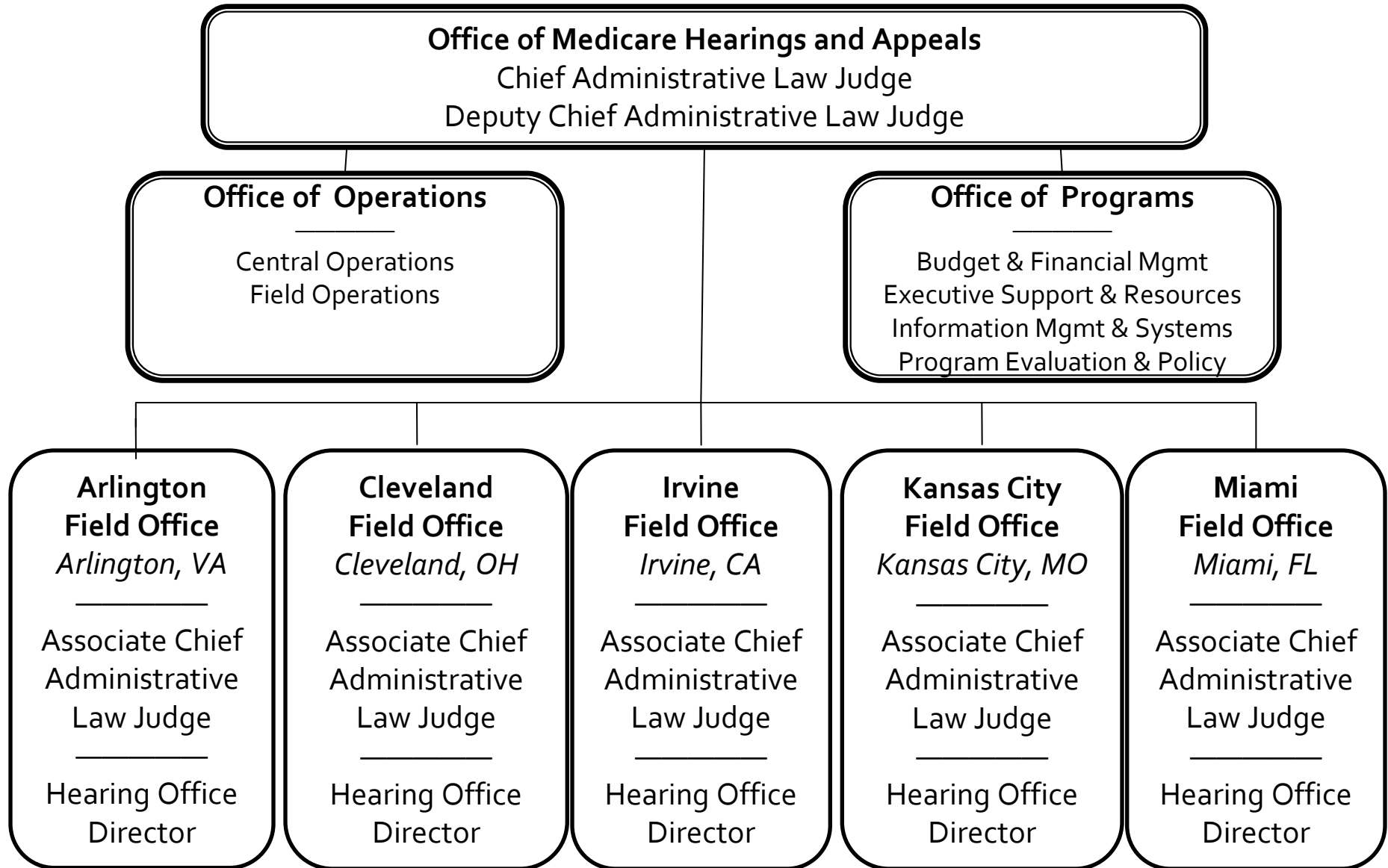
Update from OMHA

November 14, 2014

C.F. Moore
Deputy Chief Administrative Law Judge
Office of the Chief Judge
Office of Medicare Hearings and Appeals
Arlington, VA
<http://www.hhs.gov/omha/>



OMHA Organization



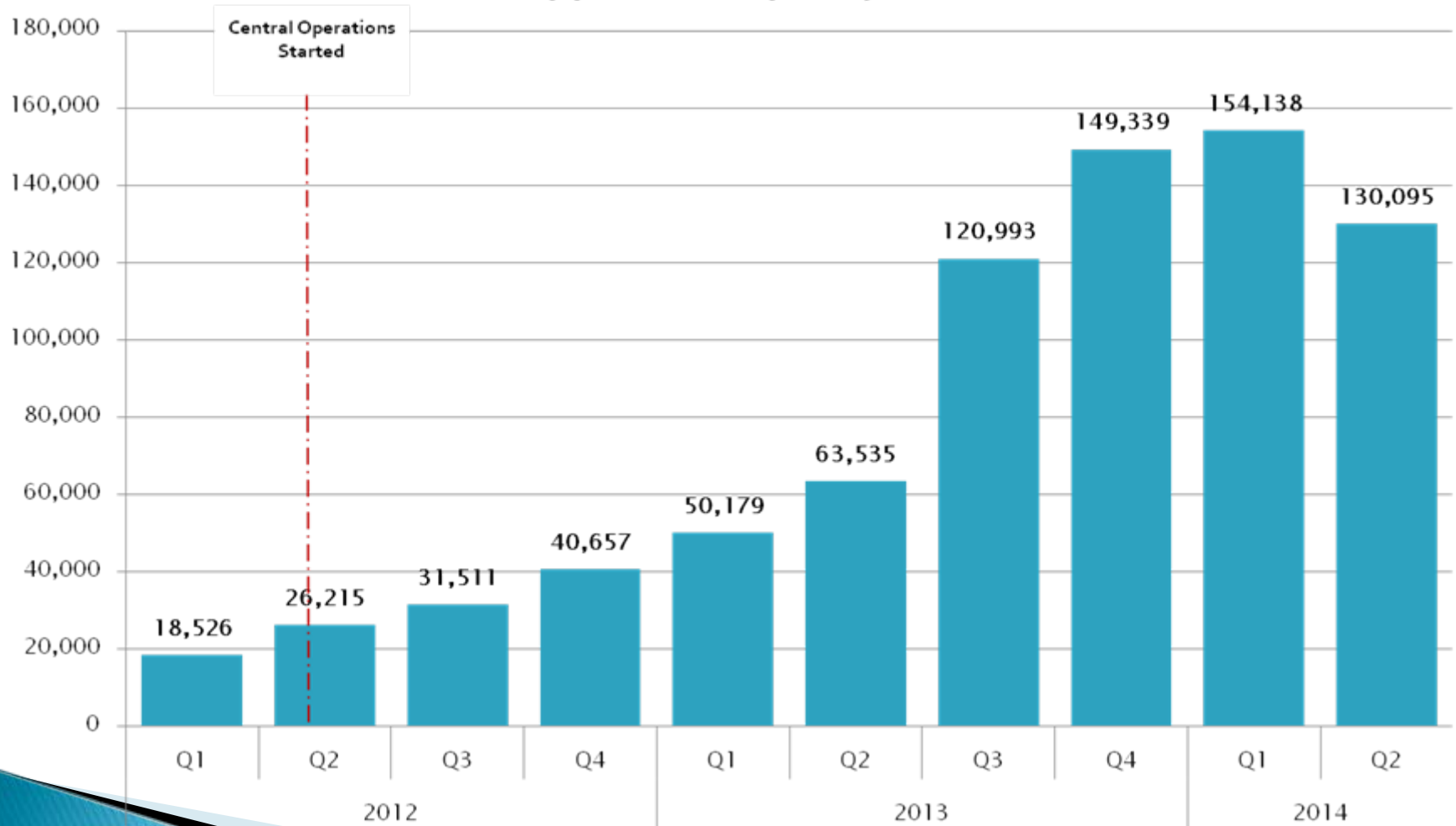
OMHA Workload

Types of Appeals

- ❑ Parts A and B pre-payment and post-payment claims (MACs, RACs, PSC/Z-PICs)
- ❑ Continuation of care (QIOs)
- ❑ Part C managed care coverage determinations (Medicare Advantage Organizations)
- ❑ Part D prescription drug coverage determinations (Prescription Drug Plans)
- ❑ Medicare eligibility and entitlement (SSA)
- ❑ Part B and D income-related premiums (SSA)

OMHA Workload

Total Appeal Receipts by Quarter



Excludes Combined and Reopened Appeals.
FY14 receipts are incomplete due to data entry backlog. Receipts complete as of May 2014.

OMHA Workload

- ❑ FY2013 appeal receipts
 - Receipts exceeded 384,000
- ❑ FY2014 appeal receipts
 - Receipts for Q1 and Q2 exceed 284,000, with two quarters still to be processed
- ❑ Estimated appeal adjudication capacity per year is approximately 75,000

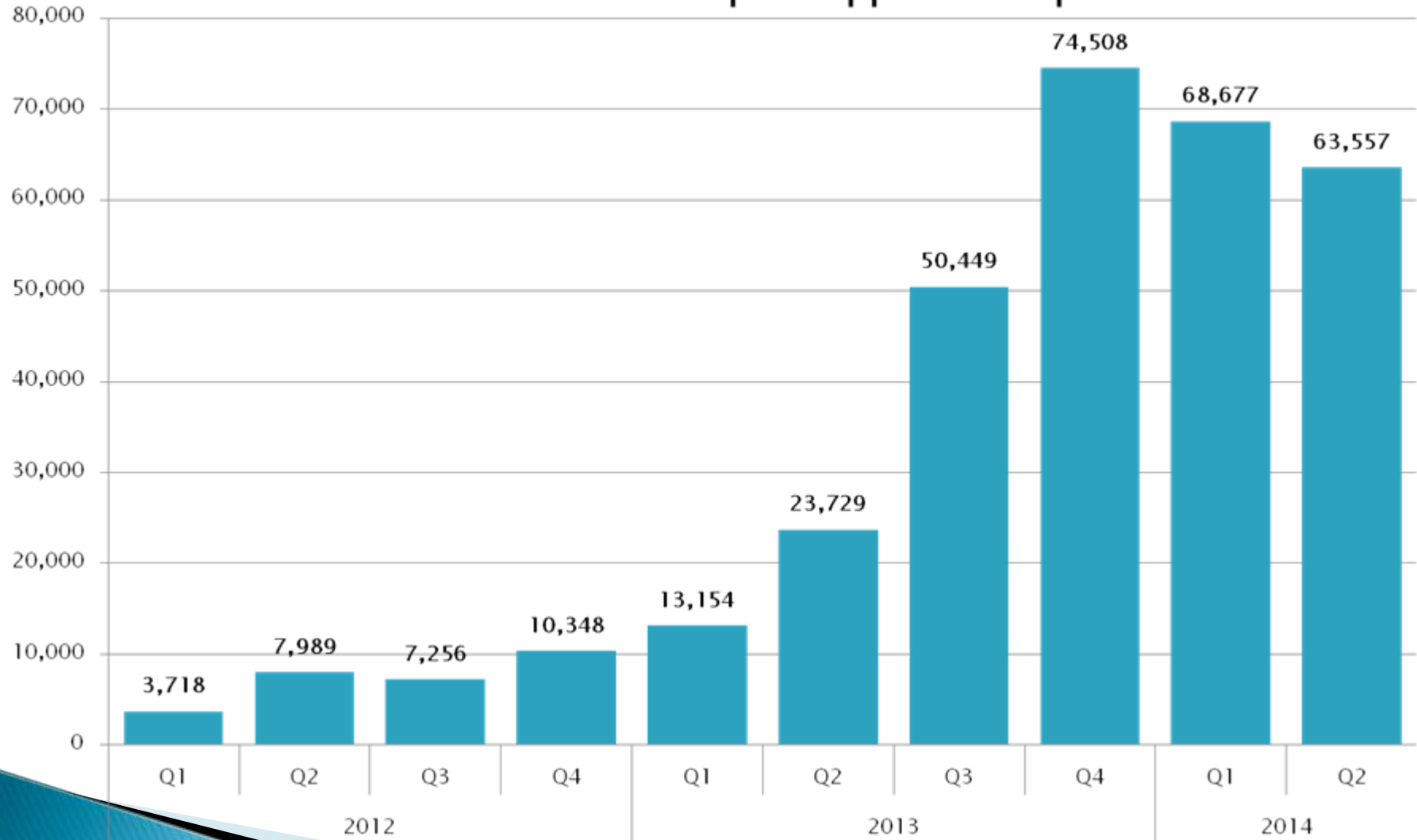
OMHA Workload

Reasons for increase in receipts

- ☐ Cumulative effect of all post-payment audit programs
- ☐ More active State Medicaid Agencies
- ☐ Increase in traditional workload

OMHA Workload

RAC Part A - Acute Hospital Appeal Receipts



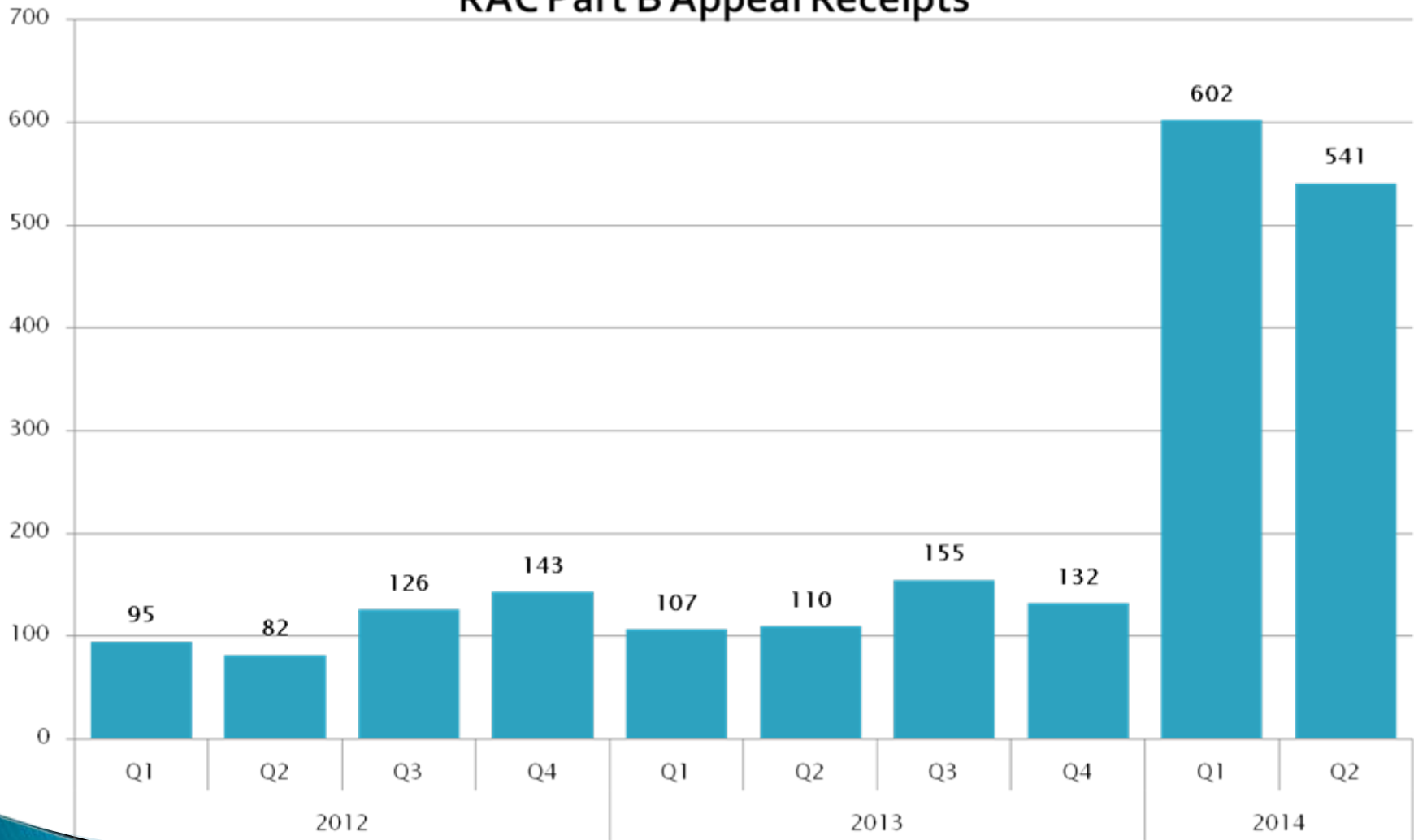
Excludes Combined and Reopened Appeals.
FY14 receipts are incomplete due to data entry backlog. Receipts complete as of May 2014.

OMHA Workload

- ❑ Substantial portion of increase in appeal receipts arose from RAC Part A acute hospital appeals
 - FY2011
 - Nominal workload, OMHA began to see appeals from the permanent RAC program
 - FY2012
 - Exponential increase over FY2011
 - FY2013
 - Increase of 452% over FY2012
 - FY2014
 - Receipts consistent with FY2013 based on most recent data from Q1-Q2

OMHA Workload

RAC Part B Appeal Receipts



Excludes Combined and Reopened Appeals.
FY14 receipts are incomplete due to data entry backlog. Receipts complete as of May 2014.

OMHA Resources

- FY14 budget - \$82.381 million
 - 18.6% increase in appropriation over FY13 operational level (\$69.444 million)
 - 14.4% increase over FY12 operational level (\$72.011 million)
- FY14 initiatives included:
 - Adjudication expansion – Kansas City Phase I will ultimately produce about 7,000 additional dispositions/year
 - Additional staff support (10 new staff members in Central Operations)

OMHA Resources

- ❑ In FY15, operating under a Continuing Resolution at FY14 levels
- ❑ If approved, the President's FY15 budget would provide a 21% increase over FY14 levels (additional \$17.6 million)
 - Continued Adjudication Expansion
 - Total of 18 additional ALJs teams – ALJs and support staff (including Kansas City Phase II –additional 10 ALJ teams)

Effect of Workload

- ❑ Centralized Docketing - part of OMHA Central Operations
- ❑ Due to the high volume of receipts and backlog of pending appeals, implemented deferred assignment process
 - Beneficiary-initiated appeals receive priority; not included in deferred assignment process
 - Affects requests filed in and after April of 2013
 - Appeals stored centrally until an ALJ's docket has space available to accommodate new case
 - Assigned 34,121 deferred appeals (since Feb. 3, 2014)

Effect of Workload

- ❑ Currently docketing non-priority requests for hearing received in July 2014
- As of October 2014, estimated 20 to 24 week delay from receipt of request for hearing for an appeal to be entered into case tracking system
- ALJ number assigned and status update then available
- Acknowledgement letter of receipt of the request for hearing sent to the appellant

Effect of Workload

- ❑ Currently assigning appeals filed in FY13 Q3 to individual ALJs
 - Upon assignment to an ALJ, a second acknowledgement letter sent to the appellant
 - Exception: beneficiary-initiated appeals (small percentage of overall workload)
- ❑ As of October 2014, average days to decision:
 - Fiscal year 2013: 220.7 days
 - Fiscal year 2014: 414.8 days
 - Website is updated to reflect estimated future wait times

CMS Initiatives

- CMS administrative resolution option
 - Part A inpatient status denial appeals
 - Represents largest category of provider appeals pending at OMHA
 - Mechanism to avoid cost of continued appeals and rebilling
 - High level of interest from provider community
 - At OMHA's Appellant Forum (10/29/14), Deputy Secretary Corr reported the settlements should reduce appeals pending at OMHA by more than 110,000
 - CMS received additional expressions of interest prior to the October 31st deadline through the "potentials list" process

OMHA Initiatives

□ Communication Initiatives

- Intra-agency workgroups to address workload challenges more holistically
- Appellant Forums
 - February 12, 2014 – more than 800 participants
 - October 29, 2014 – more than 500 participants

OMHA Initiatives

❑ Adjudication Capacity Expansion

- Kansas City Field Office

❑ Programmatic Initiatives

- Standardized business process
- Statistical Sampling
- Settlement Conference Facilitation

Business Process Standardization

□ OMHA Manual

- Identifies best practices in field
- Gain efficiencies in adjudicating cases via standardization across ALJ teams

OMHA Statistical Sampling Pilot

- ❑ Detailed pilot criteria on OMHA website:
[www.hhs.gov/omha/
statistical_sampling_initiative.html](http://www.hhs.gov/omha/statistical_sampling_initiative.html)
- ❑ Fact sheet available for reference
- ❑ Dedicated email for questions and inquiries:
OMHA.stat.sampling@hhs.gov

OMHA Statistical Sampling Pilot

□ Pilot Process Overview

- Appellant requests or OMHA invites participation
- Part A or B items/services
- Minimum of 250 claims
- Uses Medicare sampling methodology (Medicare Program Integrity Manual)
- OMHA-furnished statistician
- ALJ decides sample claims
- CMS contractor extrapolates sample results to universe of claims

OMHA Settlement Conference Facilitation

- ❑ Distinct from CMS inpatient settlement
- ❑ Detailed pilot criteria on OMHA website:
[www.hhs.gov/omha/settlement_
conference_facilitation_pilot.html](http://www.hhs.gov/omha/settlement_conference_facilitation_pilot.html)
- ❑ Fact sheet available for reference
- ❑ Dedicated email for questions and inquiries:
OMHA.SCF@hhs.gov

OMHA Settlement Conference Facilitation

- ❑ Pilot alternative dispute resolution process
 - Suppliers request participation
 - Part B items/services
 - OMHA role is to facilitate settlement negotiations
 - Appellant and CMS roles are to discuss resolution
 - Ends in an agreement if both agree
 - If agreement reached, signed at settlement conference and appeals are dismissed
 - If no agreement reached, appeals return to prior status and pick up where left off

OMHA Initiatives

- Information Technology Initiatives
 - ALJ Appeal Status Information System (AASIS) website
 - Electronic Case Adjudication and Processing Environment (ECAPE)
 - Contract Scanning

ALJ Appeal Status Information System (AASIS) website

- Website that provides public access to appeal status information
- Allows users to query level 2 and/or level 3 appeal numbers and returns appeal data such as:
 - Date appeal received
 - Appeal status
 - Field office/ALJ assignment and team phone number
- Accessed through the OMHA website
- Implemented by the end of the calendar year

AASIS Website – Inquiry Page

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[Return to: QMHA Home](#) > [ALJ Appeal Status Information](#) > ALJ Appeal Status Information System Inquiry Page

ALJ Appeal Status Information System Inquiry Page

This system provides status information for Medicare claim appeals before an Administrative Law Judge (ALJ) at the Office of Medicare Hearings and Appeals.

To obtain the status of an Administrative Law Judge Appeal, enter either of the following appeal numbers in the box below:

- the ALJ Appeal Number (e.g. 1-#####), referenced on the Acknowledgement Letter or Notice of Hearing from the Office of Medicare Hearings and Appeals,
- or
- the Medicare Appeal Number (Reconsideration) (e.g. 1-#####), referenced in the upper right corner of the Reconsideration decision letter.

(For detailed information regarding the status of a Reconsideration, please refer to the [Q2Administrators, LLC website](#).)

Field marked with an asterick (*) is required.

Enter Appeal Number(s) * Enter up to 10 ALJ Appeal Numbers and/or Medicare Appeal Numbers (Reconsideration). Please enter one per line pressing the enter key after each entry.

1-1000638791R1
1-1000697565

Please validate the following expression by entering the correct numeric value.

Question: What is ten - six ?



4

Submit Inquiry

Database last updated: 08/20/2014 at 2:44 PM ET

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200 Independence Avenue, S.W. — Washington, D.C. 20201
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AASIS Website – Results Page

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ALJ Appeal Status Information System Results Page

SEARCH RESULTS	
Medicare Appeal Number (Reconsideration)	1-895134209
ALJ Appeal Status	Assigned
ALJ Appeal Number	1-1000638791R1
Request for ALJ Hearing Received Date	05/18/2013
ALJ Hearing Date	
ALJ Decision Mailed Date	
ALJ Hearing Office	Miami
Administrative Law Judge	Lauren Heard
ALJ Team Phone Number/Extension	305-415-7449
New ALJ Appeal Number	
Notes	This appeal has been assigned, and will be reviewed by the Administrative Law Judge indicated above.
Medicare Appeal Number (Reconsideration)	1-892190933
ALJ Appeal Status	Decided
ALJ Appeal Number	1-1000697565
Request for ALJ Hearing Received Date	05/31/2012
ALJ Hearing Date	
ALJ Decision Mailed Date	03/25/2014
ALJ Hearing Office	Miami
Administrative Law Judge	Joseph Essmyer
ALJ Team Phone Number/Extension	305-415-7420
New ALJ Appeal Number	
Notes	This appeal has been decided. If you are entitled to a copy of the decision and you do not receive it within 10 business days of the ALJ Decision Mailed Date, please contact the ALJ team at the phone number indicated above.

HEARING OFFICE(S)

Miami
 OMHA Southern Field Office
 100 SE 2nd St., Suite 1660
 Miami, FL 33131-2100
 Phone: 866-622-0382

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Electronic Case Adjudication and Processing Environment (ECAPE)

□ Expected Milestones

- Development Contract Award Date – January 2015
- Release I- Fall 2015 (October)
 - Case intake
 - Appellant Public Portal (Phase I)
 - Electronic filing of Request for Hearing
 - Submission of electronic evidence
- Release II-Spring 2016 (May)
 - The appeal adjudication process from ALJ assignment to closure
- Release III - Fall 2016 (November)
 - Enhanced Appellant Public Portal (Phase II)
 - Allows authenticated parties to view files electronically
 - Communication to and from OMHA

Contract Scanning

- Scan all unassigned Request for Hearings and associated documents
 - Transition to ECAPE
- Expected Implementation- December 2014

QUESTIONS?

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