

MEM – CC – Member Calls to Appeal a DHS Decision

Purpose:

This procedure explains the process of how to handle a member's call regarding appeals.

Identification of Roles:

Customer Service Representative (CSR)

Performance Standards:

The Customer Service Representatives are responsible for responding to 80% of calls within 30 seconds of the call entering the appropriate queue. Quality Assurance for all Member Services calls must be at least 90%. However, enrollments should be completed correctly 100% of the time.

Path of Business Procedure:

Step 1: Calls are routed by an Automated Call Distributor (ACD) into an enrollment queue and answered by the next available CSR.

Step 2: The CSR will verify that the caller is Health Insurance Portability and Accountability Act of 1996 (HIPAA) authorized.

Step 3: The CSR will verify that the caller has internet access.

- a. If no internet access, go to Step 15-17 for mailing and faxing instructions.

Step 4: The CSR will refer caller to the DHS website: <https://www.dhs.iowa.gov/appeals>

Step 5: CSR will direct caller to click on 'Appeal a DHS Decision' under the Appeals Menu on the left side of the screen

- a. If completing an Appeal and Request for Hearing online, CSR will advise the caller that there are both English and Spanish versions of the form available on this webpage

Step 6: CSR will instruct the caller to complete the top part of the form under 'Appellant Information'.

- a. Name (Last, First, MI)
- b. Mailing Address
- c. City
- d. State
- e. Zip Code
- f. Phone Number

g. County

Step 7: CSR will advise the caller that they should select 'Medicaid or Waiver'

- a. If 'Medicaid or Waiver' is not checked, the appeal request will not be sent.

Step 8: CSR will instruct caller to complete the top part of the form under "Appellant Information".

- a. Name (Last, First, MI)
- b. Mailing Address
- c. City
- d. State
- e. Zip Code
- f. Phone Number
- g. County

Step 9: CSR states to the caller that they should select "Medicaid or Waiver".

- a. If "Medicaid or Waiver" is not checked, the appeal request will not be sent.

Step 10: CSR states to the caller to select the appropriate "Yes" or "No" for the questions listed and to type a brief description for their appeal reason in the space provided.

Step 11: CSR will tell caller that they must type their name in the "Your Signature" field. Caller must also type date in the "Date" field.

Step 12: If the caller wants someone to assist with the appeal, CSR will instruct caller to enter the person's information.

- a. Name
- b. Phone Number
- c. Mailing Address
- d. City
- e. State
- f. Zip Code

Step 13: CSR will instruct caller to enter their Worker Information (if known).

Step 14: CSR will instruct caller to click "Submit" at the bottom of the form.

Step 15: If caller has no access to internet, CSR will refer the caller to write a letter explaining their reason for the appeal.

- a. The letter must include key information.
 1. Full Name
 2. Mailing Address
 3. Phone Number
 4. Date of Birth

5. Last four digits of Social Security Number
 6. Brief description for the appeal
- b. CSR will explain to call that the written letter may be mailed or faxed to the DHS Appeals Section.
 - c. CSR will provide caller with mailing address and/or fax number to the DHS Appeals Section.
 - d. CSR will provide caller with mailing address and/or fax number to the DHS Appeals Section.

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

DHS Website

Attachments:

N/A