



## **Additional Submission Requirements for Third Party Companies and Hospital Corporate Offices**

### **Submissions from Third-Party Companies:**

- Must specify the provider/facility name and TPI/NPI number (as it appears on the adverse determination notice).
- Must expressly state the named third party is appealing on behalf of provider/facility, (or that the provider facility is appealing through them) because only the provider/facility is granted the right to appeal.
- Must include proof of representation between the provider/facility and the third party, such as, a copy of a signed representative agreement.
- Must **not** mix appeals from different providers/facilities or for different adverse determinations in the same envelope or box.
- Should include the medical record certified by an attached affidavit from the provider. These items should be not be mailed separately.
- A third-party agent representative cannot sign the affidavit without modification, if they are located offsite or if they are not the actual custodian of records. The custodian of medical records is the only person who can verify and attest that the medical record is an exact copy of the original.
- **For RAC Appeals:**
  - The decision letter is mailed to the provider's designated RAC contact.
  - The letter is also available in the [Provider Portal](#) maintained by Health Management Systems, Inc. ([HMS](#)).
  - Questions regarding status or copies of correspondence for RAC appeals should be directed to HMS, rather than HHSC Medical and UR Appeals.

- **For Non-RAC Appeals:**

- Any correspondence from HHSC Medical and UR Appeals for non-RAC appeals is sent only to the designated person named on the Official OIG UR medical records request list or found on the OIG UR Notice of Adverse Determination.
- Copies of correspondence, determination results, and appeal status updates cannot be sent directly to third-party companies unless they are the official designee for all OIG UR transactions.
- Third-party representatives should not contact HHSC Medical, and UR Appeals for status updates, or resolution results. They must coordinate with the official designee to receive this information.

## **Submissions from Hospital Corporate Offices:**

- Must specify the provider/facility name and the TPI /NPI number as they appear on the adverse determination notice.
- Must **not** mix appeals from different providers/facilities or for different adverse determinations in the same envelope or box.
- **For RAC Appeals:**
  - The decision letter is mailed to the provider's designated RAC contact.
  - The letter is also available in the [Provider Portal](#) maintained by Health Management Systems, Inc. ([HMS](#)).
  - Questions regarding status or copies of correspondence for RAC appeals should be directed to HMS, rather than HHSC Medical and UR Appeals.
- **For Non-RAC Appeals:**
  - Any correspondence from HHSC Medical and UR Appeals for non-RAC appeals is sent only to the designated person named on the Official OIG UR medical records request list or found on the OIG UR Notice of Adverse Determination.
  - Copies of correspondence, determination results, and appeal status updates cannot be sent directly to hospital corporate offices unless they are the official designee for all OIG UR transactions.

- Corporate office staff should not contact HHSC Medical, and UR Appeals for status updates, or resolution results. They must coordinate with the official designee to receive this information.