



# HHSC Medical and UR Appeals E-Mail Box FAQs

## E-mail Address:

[Utilization\\_Appeals@hhsc.state.tx.us](mailto:Utilization_Appeals@hhsc.state.tx.us)

## Purpose and Function:

- This mailbox **is intended** for provider inquiries regarding the appeals process and correspondence sent by HHSC Medical and UR Appeals.
- Due to security and privacy concerns, HHSC Medical and UR Appeals can release information only to the official designated contact for providers.
  - This is the person, usually the custodian of records, named on the official OIG UR list for requesting medical records and sending notices to providers.
  - Any other parties must coordinate with this designee to receive copies of correspondence sent by HHSC Medical and UR Appeals, including documentation requests, notices, or resolution letters.
- This mailbox **is not intended** for appeal status update requests.
  - Appeal status updates for RAC Appeals are available only through Health Management Systems, Inc. (HMS) Provider Services or on the HMS Provider Portal ([hmsportal.hms.com](https://hmsportal.hms.com)), not through HHSC Medical and UR Appeals.
  - Occasional status updates may be provided to the official facility OIG designee on a time and resource limited basis.

## Recommended E-mail Subject Lines for Questions for HHSC Medical and UR Appeals:

- To facilitate more efficient e-mail processing and reduce response times, the use of specific subject lines is recommended.

- This is especially important if sending secure/encrypted e-mail in which only the subject line is visible.
- Inclusion of the due date in the subject line will help prioritize email responses.
- For questions regarding appeal submissions to HHSC Medical and UR Appeals, use:
  - "Appeal Submission Question re: {specific subject\*} due {mm/dd/yyyy}"
    - Specific subjects may include:
      - Appeal Processes
      - Deadlines
      - Documentation requirements (medical records, affidavit, appeal letters, etc.)
- For questions regarding notices sent to providers by HHSC Medical and UR Appeals
  - For notice "Request for Documentation to Correct Incomplete Appeal Submission(s)," use:
    - "Question about Correcting Incomplete Submission due {mm/dd/yyyy}"
  - For notice "Request for Additional Documentation for Appeal Submission(s)," use:
    - "Question about Submitting Additional Documentation due {mm/dd/yyyy}"
- For any general question not covered above, use:
  - "General Question re: \_\_\_\_\_"
- For appeal status update requests by facility designee:
  - see "Procedure for Requesting Appeal Status Updates for Non-RAC Appeals"
- For Case Conference Requests:
  - see "Educational Case Conferences"