HHSC Medical and UR Appeals
E-Mail Box FAQs

E-mail Address:
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.
  o 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.
  o 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.
  o 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), not through HHSC Medical and UR Appeals.
  o 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:
  o “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
  o For notice “Request for Documentation to Correct Incomplete Appeal Submission(s),” use:
    ▪ “Question about Correcting Incomplete Submission due {mm/dd/yyyy}”
  o 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:
  o “General Question re: ____________________”

• For appeal status update requests by facility designee:
  o see “Procedure for Requesting Appeal Status Updates for Non-RAC Appeals”

• For Case Conference Requests:
  o see “Educational Case Conferences”