



Procedure for Requesting Status Reports for non-RAC Appeals

- This procedure applies only to non-RAC appeal cases.
- Status updates for RAC appeals are available only through [Health Management Systems](#), Inc. (HMS).

Appeal status updates for appeals of non-RAC decisions

- Status updates are provided via e-mail as a courtesy service on a time and resource limited basis.
- 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.
 - The designee should coordinate with other parties to distribute information and discourage them from e-mailing “status update” requests.
- 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.

To make the request:

- The official OIG designee may send an email request to utilization_appeals@hhsc.state.tx.us with the following subject line:
 - “Request from Official Designee for Appeal Status Update – {provider name}”
- This subject line is only for use by the designated person. Unauthorized requesters may be blocked.

- Request is limited to a single provider/TPI per e-mail
- Because excessive appeals status requests can interfere with proper function of the Medical and UR Appeals unit, requests should be limited, and occur no more than monthly.

The request must include:

- Designated contact name and contact information
- Provider name and TPI, limited to a single provider/TPI
- Type(s) of appeals, including entity that issued adverse determination
- Date range of when appeals of interest were submitted to HHSC Medical and UR Appeals. (Note: it may take up to a week after receipt before a submission is reflected in our system.)
- Example: "Request for status update for appeals submitted by Provider X (TPI #) between mm/dd/yyyy and mm/dd/yyyy for admission denials by the OIG Utilization Review Unit."

After a request is received:

As time permits, HHSC Medical and UR Appeals will provide an appeal status report that contains the following information:

- Case Number
- Case Received Date
- PCN
- Dates of Service
- Status/Resolution
- Closure Date (usually the date the resolution letter was faxed)