

445 SUBMISSION OF REQUEST FOR HEARING DOCUMENTS

EFFECTIVE DATE: October 1, 2019

REFERENCES: A.R.S. §36-2901, A.R.S. § 41-1092 et seq, ACOM Policy 445, Attachment A

This Policy applies to the Division's Administrative Services Subcontractors (AdSS). This Policy describes the steps and processes the AdSS must take in submitting a request for a hearing to the AHCCCS Administration.

Definitions

- A. AHCCCS - The AHCCCS Administration as defined in A.R.S. § 36-2901.
- B. Appeal - A request for review of an action.
- C. Claim Dispute - A dispute, filed by a provider or Contractor, whichever is applicable, involving a payment of a claim, denial of a claim, imposition of a sanction, or reinsurance.
- D. Day - Calendar day unless otherwise specified.
- E. Director's Decision - The final administrative decision under A.R.S. § 41-1092(5).
- F. State Fair Hearing - An administrative hearing under A.R.S. A.R.S. § 41-1092 et seq.

Policy Overview

The AdSS is responsible for the submission of requests for hearing to the Division's Office of Administrative Review. The Division will forward the hearing request file to the AHCCCS Office of Administrative Legal Services (OALS).

Documents must be submitted to the Division's Office of Administrative Review using Attachment A with all pertinent documentation.

Hearing Request File Submission Timeframes

- A. Expedited member appeal hearing requests must be submitted no later than one (1) business day from receipt of the expedited hearing request.
- B. Standard member appeal hearing requests must be submitted no later than three (3) business days from receipt of the hearing request.
- C. Claim dispute hearing requests must be submitted no later than three (3) business days from receipt of the hearing request.

Hearing Request File Submission Method

Each AdSS must submit the hearing request files to the Division's Office of Administrative Review for member appeals and provider claim dispute hearing requests.

The AdSS must submit a standard Submission of Request for Hearing Form (ACOM Policy 445, Attachment A) with the member appeal or provider claim dispute file.

Hearing File Content

Hearing files must be submitted with all of the following:

- A. Submission of Request for Hearing Form (ACOM Policy 445, Attachment A)
- B. Request for Hearing
- C. Notice of Appeal Resolution or Notice of Decision
- D. Appeal or Claim Dispute
- E. Notice of Adverse Benefit Determination for member appeals, and
- F. Signed Appointment of Representative for member appeals.

Submission of Request for Hearing Form, Attachment A

Each hearing file must include a Submission of Request for Hearing Form (ACOM Policy 445, Attachment A). The Submission of Request for Hearing Form (ACOM Policy 445, Attachment A) must have all applicable fields completed. Submission of Request for Hearing Form (ACOM Policy 445, Attachment A) must be the first page of the file submission.

Files submitted without an accurately completed Submission of Request for Hearing Form (ACOM Policy 445, Attachment A) will not be accepted.

Notice of Hearing and Submission of Supporting Documents

The Submission of Request for Hearing Form (ACOM Policy 445, Attachment A) submitted by the AdSS will be used to identify the hearing issue and applicable citations. Once a hearing file is submitted to AHCCCS any future changes to the issue or citations must be filed by the AdSS with the Office of Administrative Hearing as a Motion to Amend the Notice of Hearing.

The Division and the AHCCCS OALS reserves the right to make changes to the issue and any legal citations for accuracy.

In order to properly include additional information or supporting documentation into the record in support of their decision or action, the AdSS must file exhibits with the Office of Administrative Hearing and copy the Office of Administrative Review. If submitted to the Division or AHCCCS this information will not be added to the Administrative record on the AdSS's behalf.