

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



MEDICARE ENROLLMENT & APPEALS GROUP

DATE: September 25, 2017

TO: All Medicare Advantage Organizations, Prescription Drug Plan Sponsors,
PACE Organizations, and Medicare-Medicaid Plans

FROM: Jerry Mulcahy, Director, Medicare Enrollment and Appeals Group

RE: **Electronic Submission of Appeal Case Files**

The purpose of this memorandum is to inform plans that the Part C and D Qualified Independent Contractor (QIC), MAXIMUS Federal, now offers a 24-hour secure, CMS compliant web portal for electronic submission of appeal case files. There are over 50 plans currently using the QIC portal and plans who are interested can begin using it immediately.

Some of the benefits of the MAXIMUS Federal QIC Appeals Portal are:

- Secure login and submission (permits plans to securely transmit appeals case files);
- Online appeal case file submission forms (eliminating paper forms);
- Immediate confirmation of submission (including a confirmation number); and
- Ability to upload and submit files electronically (eliminating mailing and shipping costs, faxing, and CDs).

Please see the links below to the QIC Appeals Portal website and User Guide, which will provide detailed instructions on how to register with the QIC Appeals Portal and submit case files to MAXIMUS Federal.

QIC Appeals Portal URL:

<https://qicappeals.cms.gov>

QIC Appeals Portal User Guide:

<https://qicappeals.cms.gov/qicportal/public/docs/portalUserGuide.pdf>

If you would like a brief demonstration of the QIC Appeals Portal, please contact Stephen Geng at StephenGeng@maximus.com.