



STATE OF NEW YORK DEPARTMENT OF HEALTH

Corning Tower The Governor Nelson A. Rockefeller Empire State Plaza Albany, New York 12237

Richard F. Daines, M.D.
Commissioner

Wendy E. Saunders
Chief of Staff

March 3, 2009

Dear Administrator:

The Department of Health (DOH) is pleased to inform you that the design and testing phases of the new Electronic Appeals Submission (EAS) System to be used for the transmission of Nursing Home appeals to DOH is now complete and the new EAS System is available for your use.

Important Dates

As indicated in the Department's December 8, 2008 Dear Administrator Letter (DAL), facilities that identify an appropriate appeal item related to the 2009 Initial Nursing Home Rates are required to transmit those appeals to DOH using the new EAS System. As a reminder, please note that appeals related to the Initial 2009 Rates (excluding Hotline Appeals, which were due on January 15, 2009) must be transmitted via the EAS on or before April 15, 2009. All other new appeal items related to rate periods 2009 and forward which are submitted to the Department on or after April 15, 2009 must also be transmitted using the new EAS System. Appeals submitted on or after April 15, 2009 by mediums other than the new EAS System will not be accepted by DOH. Please note appeals to rate years prior to 2009 should continue to be submitted using form DOH-2466.

Accessing the EAS System

The EAS is accessed through the Health Commerce System (HCS). Detailed instructions regarding initial access through the HCS were provided in the E-mail containing this Dear Administrator Letter. Below please find detailed instructions for using the new EAS.

Welcome Screen

The "Welcome Screen" provides access to two links, "appeal search" and "create new appeal". The appeal search feature provides an EAS System user with six options under which to locate appeal information. The six search categories are by facility, by appeal number, by appeal type, by issue type, by appeal status, and by publication date (the date a facility was notified of DOH's determination on a given rate appeal). Search results are compiled in tabular form, displaying data including facility, operating certificate number, appeal type, and appeal status.

Create New Appeal Screen

The "Create New Appeal" link takes the user to the "Create New Appeal" screen. This screen requires the user to input several data elements. These include a description of the appeal to be created, the name of the facility, the type of appeal (standard, hotline, hearing, time of audit), and the rate publication date at issue. The input for facility name and appeal type has been facilitated by use of "drop down" listings. When these data elements have been supplied, the user needs only to click on the "create" button, to be taken to the "Appeal General Information Screen".

Appeal General Information Screen

The "General Information Screen" summarizes the data elements input on the "create new appeal screen." It also automatically supplies the facility address, type, sponsorship, and county. The general information described above is associated with the "general" tab, one of four such tabs found on the screen. To continue creating the appeal, the user should next select the "Issues" tab.

Issues Tab

The "Issues" tab takes the user to a screen wherein data pertinent to the appeal issue must be input. Required data elements are issue type (governed by a drop down listing), beginning and ending dates of the rate period at issue, the current rate per diem associated with that rate period, and a location of the appeal issue (nursing home or related company). "Saving" the required information once entered, causes an "add" button to appear on the screen. Depressing the "add" button brings the user to the "Reasons" screen. "Reasons" is not a tab found on the "General Information Screen".

Reasons Tab and Attachments

The "Reasons" tab provides the space for the user to identify the actual appeal issue. Required data elements to be input include appeal description (a drop down listing which will provide choices directly related to the issue type previously selected), the current and proposed value of the expense at issue, the related company (if related company was selected as the location on the issues tab), and a text field which can be used to describe the actual appeal. "Saving" the information, once entered, allows the user access to the "attachments" portion of the reasons screen.

The user has the ability to attach files (Word, excel, pdf, etc.) that provide supporting documentation for the appeal issue. "Saving" as noted above causes two new buttons to appear on the screen under the "attachments" heading. The "Browse" button allows the user to search a database for the appropriate file. Once located, the file should be "double clicked", bringing the data over to the screen. Depressing the "Upload" button attaches the file to the appeal submission. All data entered to the Reasons screen and associated supporting documentation should be saved. Clicking on the Issues tab allows the user to begin input for a second item of

appeal. If the appeal is complete and no additional issues need to be identified, the user can review the appeal as constructed by clicking on the "Summary" tab. Summary is one of the 4 tabs identified on the General Information Screen.

Summary Tab

The "summary" tab allows the user to view all of the information on the General, Issues, Reasons, and Certification Tabs on one screen. No data input is required. The first three noted tabs have been described above. The "Certification" tab is described below.

Certification Tab

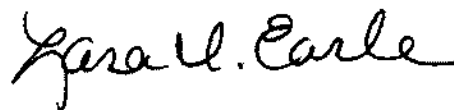
The "certification" tab requires input of one data element, the estimated dollar value of the entire rate appeal to the facility. It also contains a certification statement which must be signed (electronically) before the appeal can be transmitted. Only the individual currently approved to sign the operator's certification statement in the facility's RHCF-4 cost report can sign and submit a rate appeal. Individuals who currently have access to the facility through the Health Commerce System can view and/or create an appeal, but cannot certify or transmit same.

Additional Resources and Assistance

The EAS System contains additional features to provide users with assistance, including links to frequently asked questions (FAQs), a User Guide (Help), and access to regulations related to Medicaid reimbursement for nursing homes (i.e., Title 10 of the New York Code of Rules and Regulations (10 NYCRR)). Most screens provide a small tool bar for the user, allowing creation of a new appeal or quick access to the "appeal search" mechanism.

Questions or issues regarding using the new EAS that cannot be resolved by the FAQs or Help links should be submitted via email to the DOH's Bureau of Long Term Care Reimbursement at nfrates@health.state.ny.us.

Sincerely,



Lana I. Earle
Director
Bureau of Long Term Care Reimbursement