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2025.01:
Consolidated Other Case Action
(May 1, 2025)

The Office of Hearings (“OH”) recognizes that there are occasions when correspondence is submitted that captions multiple cases but contains a single justification and outcome for all referenced cases. An enhancement has been implemented within the Office of Hearings Case and Document Management System (“OH CDMS”) to allow users to submit a Consolidated Other Case Action. You may submit up to 100 cases in the consolidated request, but the Representative Organization must be the same across all the associated cases.

Note: Users should not utilize the Other Case Action or Consolidated Other Case Action if there is a Responsive Case Action filing requirement established by a PRRB critical due dates notice or other PRRB request.

Please follow the instructions in the *OH CDMS PRRB User Manual Supplement – Consolidated Other Case Action* located at <https://www.cms.gov/regulations-and-guidance/review-boards/prrbreview/electronic-filing>.

For any system or access questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

2023.04:
**Updated CMS.gov Website URLs and Incorporation of Supplemental
Instructions into OH CDMS User Manuals
(December 15, 2023)**

In September 2023, CMS redesigned its public-facing website, CMS.gov, in order to organize, structure, and label content in an effective way to help people more efficiently find information and complete tasks. As part of this redesign, CMS.gov URLs changed, which necessitated conforming changes to documentation related to the Provider Reimbursement Review Board (“PRRB”), the Medicare Geographic Classification Review Board (“MGCRB”), and the CMS Hearing Officer.

The revised URLs are as follows:

PRRB: <https://www.cms.gov/medicare/regulations-guidance/provider-reimbursement-review-board>;

MGCRB: <https://www.cms.gov/medicare/regulations-guidance/geographic-classification-review-board>; and

Hearing Officer: <https://www.cms.gov/medicare/regulations-guidance/hearing-officer>.

The PRRB and MGCRB Rules have been revised to update all references to CMS.gov URLs. Revisions since the last published version have been highlighted in gray for ease of reference. These instructions supersede those previously issued and are effective immediately. The PRRB has issued Board Alert 24 and Board Order No. 4 to effectuate these changes to its Board Rules. See

PRRB: <https://www.cms.gov/medicare/regulations-guidance/provider-reimbursement-review-board/current-prrb-alerts>;

<https://www.cms.gov/medicare/regulations-guidance/provider-reimbursement-review-board/prrb-rules-and-board-orders>; and

MGCRB: <https://www.cms.gov/medicare/regulations-guidance/provider-reimbursement-review-board/prrb-rules-and-board-orders>.

All user manuals for the Office of Hearings Case and Document Management System (“OH CDMS”) will also be updated in the near future to reflect the revised CMS.gov URLs as well as to incorporate all previously published manual supplements. See

PRRB: <https://www.cms.gov/medicare/regulations-guidance/provider-reimbursement-review-board/prrb-electronic-filing>;

MGCRB: <https://www.cms.gov/medicare/regulations-guidance/geographic-classification-review-board/mgcrb-electronic-filing>;

Hearing Officer: <https://www.cms.gov/medicare/regulations-guidance/hearing-officer/hearing-officer-electronic-filing>.

While the prior CMS.gov URLs will redirect to the new URLs listed above for the immediate near future, that redirection is only a temporary measure. Accordingly, we encourage you to update your favorites and bookmarks with the new URLs as soon as possible.

2023.03:
Supplemental Document Uploads for Individual Appeals
(August 17, 2023)

The Office of Hearings (“OH”) recognizes that supplemental documents may need to be submitted for issues within an individual appeal. Therefore, an enhancement has been implemented within the Office of Hearings Case and Document Management System (“OH CDMS”) to allow users to upload supplemental documents related open issues. Multiple documents may be submitted for a single issue within a case action, but if supplementation is needed for multiple issues, then a distinct case action is required for each impacted issue.

Effective immediately, if you have supplemental document uploads for individual appeals, please follow the instructions in the *OH CDMS PRRB User Manual Supplement - Supplemental Document Uploads for Individual Appeals* located at <https://www.cms.gov/regulations-and-guidance/review-boards/prrbreview/electronic-filing>.

For any system or access questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

2023.02:
Supplemental Document Uploads for Group Appeals
(July 7, 2023)

The Office of Hearings (“OH”) recognizes that supplemental documents may need to be submitted for participating providers in a group appeal. Therefore, an enhancement has been implemented within the Office of Hearings Case and Document Management System (“OH CDMS”) to allow users to upload supplemental documents related active participants within a group appeal. Multiple documents may be submitted for a single participant within a case action, but if supplementation is needed for multiple participants, then a distinct case action is required for each impacted participant.

The supplemental document uploads are available for both Optional and Common Issue Related Party (“CIRP”) group appeals. Similar functionality is not yet available for individual appeals, but it is expected to become available in a future enhancement.

Effective immediately, if you have supplemental document uploads for group appeals, please follow the instructions in the *OH CDMS PRRB User Manual Supplement - Supplemental Document Uploads for Group Appeals* located at <https://www.cms.gov/regulations-and-guidance/review-boards/prrbreview/electronic-filing>.

For any system or access questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

2023.01:
Responsibility for Maintaining Current Contact Information
(June 12, 2023)

The Provider Reimbursement Review Board (“Board”) recently conducted an audit of the PRRB module in the Office of Hearings and Case Management System (“OH CDMS”). It was noted that several contacts assigned to active legacy cases have not yet registered as a system user. In addition, invalid email addresses were discovered for a number of organizational contacts.

As of November 1, 2021, it is mandatory that all filings are submitted electronically in OH CDMS unless an exemption granted under Rule 2.1.2 applies. The Board utilizes OH CDMS to issue its correspondence via email to the parties of the appeal (Rule 2.2.2). The case representative is responsible for ensuring his or her contact information is current with the Board, including a current email address and phone number. Failure of a case representative to carry out his or her responsibilities, or having a withdrawal of a case representative or the recent appointment of a new case representative, is not considered by the Board to be good cause for failing to meet any deadlines (Rule 5.2).

The Board encourages a timely review of your contacts and contact information, including those contacts with Administrator permissions (see PRRB User Manual, Section 5). Please contact the Help Desk for assistance with updating contact information or removing any contacts no longer affiliated with your organization.

In addition, please review each of your open cases to ensure the designated representative is current. If changes are required, submit a Change Representative request through OH CDMS. (see PRRB User Manual, Sections 3.3.1 and 3.3.4.3).

The Board Rules are located at <https://www.cms.gov/regulations-and-guidance/review-boards/prrbreview/prrb-instructions>.

Information regarding electronic filing (including registration manual, user manual and supplements, system release announcements, and related links) can be found at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing-filing>.

For any system or access questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov. The Help Desk hours of operation are Monday – Friday (excluding federal holidays), 7:00 a.m. – 8:00 p.m. Eastern Time.

2022.02:
**PRRB ALERT 23 Resumption of Normal Board Operations Following the
COVID-19 Pandemic, Effective December 7, 2022
(November 7, 2022)**

The Board has issued Alert 23 and Board Order 3 today to:

- Confirm that the Board has resumed normal operations;
- Withdraw the Alert 19 suspension of Board-set filing deadlines effective December 7, 2022;
- Announce the process for reissuing Critical Due Dates Notices over the next 6 months; and
- Confirm that the Board will continue to make virtual hearings an option while also resuming in-person Board hearings.

The Alert also seeks comments from our stakeholders on the recent changes to the Board Rules with particular emphasis on the Expedited Judicial Review process and Board Rules 42 and 44.6.

Finally, the Board also included a reminder about the revisions to Board Rules regarding Schedules of Providers (“SoPs”) with emphasis on the requirement that, for groups fully populated in OH CDMS, the group representative must file within 60 days of full formation a statement certifying that the group is, in fact, fully populated in OH CDMS with all the relevant jurisdictional documentation.

See <https://www.cms.gov/regulations-and-guidance/review-boards/prrbreview/prrb-instructions> for Board Order No. 3 and <https://www.cms.gov/regulations-and-guidance/review-boards/prrbreview/prrb-alerts> for Alert 23.

Feedback may be submitted to PRRB@cms.hhs.gov . Please reference Alert 23 in the subject line of the email and describe in the email your role in the appeals process (e.g., provider, provider representative, consultant, or Medicare administrative contractor).

2022.01:
OH CDMS Email Service Transition
(August 31, 2022)

CMS will be undergoing an Email Service transition over the Labor Day weekend. This includes the Office of Hearings (“OH”) and the Office of Hearings Case and Document Management System (“OH CDMS”). ***CMS emails will not be accessible CMS during the timeframe of late Friday evening, September 2, to early Tuesday morning, September 6. Due to the delay, responses to any emails sent to OH or activity in OH CDMS will be delayed.*** We will not receive the email and you will receive a bounce back message stating the email account does not exist. It is strongly recommended that you complete your correspondence **by 5 p.m. Eastern Time on Friday** or wait until **Tuesday** afternoon to resume activity in OH CDMS. If you contact the help desk after Friday, we will let users know that communication will be suspended until Tuesday.

2021.07:
**Updates to Streamlined Data Entry and Document Uploads
for Federal Register Appeals &
Revised Schedule of Projected OH CDMS Maintenance Dates
(November 30, 2021)**

Updates to Streamlined Data Entry and Document Uploads for Federal Register Appeals

OH CDMS has further enhanced procedures to streamline the final determination and issue-related data entry and document uploads. These procedures share certain data elements and allow the user to share the documents from the first provider to subsequent providers added within the initial group appeal request. Notably, the **Federal Fiscal Year**, **Date of Final Determination under Appeal**, and **Federal Register Citation** data fields will pre-populate automatically with information given for the first provider. See revised supplemental user manual at <https://www.cms.gov/files/document/oh-cdms-prrb-user-manual-supplement-streamlined-data-entry-document-uploads-federal-register-appeals.pdf>.

Revised Schedule of Projected OH CDMS Maintenance Dates

A revised schedule of projected system maintenance dates for December 2021 through July 2022 has been posted at <https://www.cms.gov/files/document/oh-cdms-projected-system-maintenance-dates.pdf>. These dates are as currently scheduled but may be subject to change if necessary. Maintenance windows, typically 8:30 PM – 11:59 PM Eastern Time (ET) unless otherwise noted, are also announced through a banner on the OH CDMS website and via reminder emails.

For any system or access questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

2021.06:
Reminder of Revised PRRB Rules &
New System Functionality for Substantive Claim Challenges
(November 8, 2021)

Reminder of Revised PRRB Rules

The PRRB Rules issued on September 30, 2021 became effective as of November 1, 2021. (See Alerts 21-22.) The revised Rules implement, among other things, mandatory electronic filing. Specifically, effective November 1, 2021, all filings must be submitted electronically using the Office of Hearings Case and Document Management System (“OH CDMS”), unless an exemption granted under Rule 2.1.2 applies. Refer to the PRRB electronic filing webpage at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing> for registration and system resources.

New System Functionality for Substantive Claim Challenges

There is a new case action for the Medicare Contractor to file a Substantive Claim Challenge pursuant to 42 C.F.R. § 405.1873(a). Note that the Board adoption of the term “Substantive Claim Challenge” simply refers to any question raised by a party concerning whether the cost report at issue included an appropriate claim for one or more of the specific items being appealed in order to receive or potentially qualify for reimbursement for those specific items. (See PRRB Rule 44.5.)

The Substantive Claim Challenge case action is similar to, *but separate from*, the existing Jurisdictional Challenge case action, including the creation of a related, responsive case action for the Representative to file its responsive brief. Effective immediately, the Office of Hearings requests that you use this Substantive Claim Challenge case action where appropriate.

For any system or access questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

2021.05:
ALERT 22: UPDATE – Mandatory Electronic Filing & Revised PRRB Rules,
Effective November 1, 2021
(September 30, 2021)

On June 16, 2021, the Provider Reimbursement Review Board (“Board”) provided 120 days’ advance notice that it is adopting mandatory electronic filing effective November 1, 2021. In addition, the Board published revisions to Board Rules, effective November 1, 2021, and invited comments and other feedback from all interested parties on the revised Board Rules by Friday, July 30, 2021. Finally, the Board noted that: (1) it would review and consider all feedback but would not specifically respond to the feedback; and (2) based on its review of the comments, the Board might, as appropriate, further revise the Board Rules and, if so, would publish such revisions by Friday, October 1, 2021.

The Board appreciates the comments, suggestions, and other feedback it received from interested parties relating to both the Board Rules as well as OH CDMS. Based on its review of that feedback, the Board has decided to further revise the Board Rules to either correct certain identified errors or clarify the revisions to the Board Rules published on June 16, 2021. These additional revisions relate to Board Rules 4.4.3, 4.6.2, 5.4, 6.6, 7.3.2 - 7.4, 9, 20, 25, 25.3.1, 27.1, 28, 30.3.4, 31.1, 42.1, and 44.4.1 - 44.6.

The revisions to the Board Rules are effective November 1, 2021 and supersede all previous rules and instructions. Further, the Board reminds all parties appearing before the Board that *mandatory electronic filing remains effective November 1, 2021*. The revised Board Rules and related Board Order are located at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/PRRB-Instructions>.

2021.04:
PRRB ALERT 21: Mandatory Electronic Filing & Revised PRRB Rules,
Effective November 1, 2021
(June 16, 2021)

The Provider Reimbursement Review Board (“Board”) has made revisions to the Board Rules, which are **effective November 1, 2021** and will supersede all previous rules and instructions. The Board Order adopting mandatory electronic filing and the revised Board Rules implementing this mandate as well as other revisions are located at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/PRRB-Instructions>.

For the full text of ALERT 21, please see <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/PRRB-Alerts>.

If you have any questions regarding these changes, please contact the Office of Hearings at PRRB@cms.hhs.gov.

2021.03:
OH CDMS Migration to CMS SEI Portal is Complete
(February 21, 2021)

The migration of the Salesforce applications from the CMS Enterprise Portal to the new CMS Salesforce Enterprise Integration (“SEI”) Portal is complete. Users may now access OH CDMS through the CMS SEI Portal via <https://sei.cms.gov>.

Although the access link has changed, all login IDs and passwords remain the same. Multifactor authentication (“MFA”) has been defaulted to the email address in your CMS profile. If you have any questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

2021.02:
OH CDMS Migration Reminder – Change in System Access,
Effective February 22, 2021
(February 19, 2021)

This is a reminder that as of Monday, **February 22, 2021**, you will need to access the Office of Hearings Case and Document Management System (“OH CDMS”) through the **Salesforce Enterprise Integration (“SEI”)** Portal using a new link at <https://sei.cms.gov>.

Although the access link is changing, all login IDs and passwords remain the same. Multifactor authentication (“MFA”) will be defaulted to your email address upon your first login. You will then be able to re-establish alternative MFA options from the self-service menu.

If you have not yet registered for OH CDMS, an updated External User Registration Manual will be available on February 22, 2021 to reflect the new process through the SEI Portal. Please reference the Office of Hearings Electronic Filing websites at: <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing> and <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/MGCRB/Electronic-Filing>.

Please note that the prior CMS Enterprise Portal at <https://portal.cms.gov> will no longer provide you access to OH CDMS. Also, the CMS IDM Portal at <https://idm.cms.gov> that you may use for other CMS applications, such as DSH or PS&R, will also not provide access to the SEI Portal or OH CDMS.

If you have any questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

2021.01:
OH CDMS – Change in System Access, Effective February 22, 2021
(February 11, 2021)

As of Monday, **February 22, 2021**, you will need to access the Office of Hearings Case and Document Management System (“OH CDMS”) using a new link (<https://sei.cms.gov/>). The prior CMS Enterprise Portal link (<https://portal.cms.gov/>) will no longer provide you access to OH CDMS. Although the access link is changing, all login IDs and passwords remain the same. Once you login using <https://sei.cms.gov/>, the OH CDMS tile to access the system will be immediately displayed. If you have any questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

2020.05:
**Alternative Method to Request Change of Representative,
Streamlined Document Uploads for Federal Register Appeals,
and Reporting Legacy Information
(December 23, 2020)**

The Office of Hearings (“OH”) has implemented two areas of new functionality for the PRRB module within the Office of Hearings Case and Document Management System (“OH CDMS”). In addition, one temporary function has been retired.

Alternative Method to Request Change of Representative

Within OH CDMS, most correspondence is to be submitted from the Case Correspondence tab within the impacted case. The ability to access to this tab is limited to the current representative of the case, but OH CDMS now permits an alternative method for a newly appointed representative to submit a change of representative request from the PRRB Home Page.

See OH CDMS PRRB User Manual Supplement at <https://www.cms.gov/files/document/oh-cdms-prrb-user-manual-supplement-alternative-method-request-change-representative.pdf>

Streamlined Document Uploads for Federal Register Appeals

OH recognizes that a significant portion of the documents submitted for Federal Register appeals are duplicative across each of the participating providers in a group appeal. Therefore, OH CDMS has implemented procedures to streamline the final determination and issue-related document uploads in order to share the documents from the first provider to subsequent providers added within the initial group appeal request. These procedures apply to both Optional and CIRP group appeals.

See OH CDMS PRRB User Manual Supplement at <https://www.cms.gov/files/document/oh-cdmsprrb-user-manual-supplement-streamlined-document-uploads-federal-register-appeals.pdf>

Reporting Legacy Information

Since November 2018, users have had the opportunity to populate OH CDMS with documentation relating to the open issues residing in the individual cases that existed prior to the implementation of OH CDMS. Providers that updated the system with this information had real time access to view and manage their issues (e.g., transfer or withdraw issues) with instant verification. The use of this case action has diminished over time and, therefore, this functionality has recently been retired. OH is pursuing the digitization of the remaining issue records and the group case participant records in 2021.

Please direct any system questions to the OH CDMS help desk at 1-833-783-8255 or helpdesk_ohcdms@cms.hhs.gov.

2020.04:
Consolidated Expedited Judicial Review (“EJR”) Case Action
(June 30, 2020)

Updates have recently been deployed to the Office Hearings Case and Document Management System (“OH CDMS”) including the functionality to submit a Consolidated EJR Case Action. This case action is to be used when requesting an EJR for the same reason or justification across more than one case. The Representative Organization must be the same across all of the cases associated with the Consolidated EJR Case Action request. You may submit up to 100 group cases in a Consolidated EJR Case Action, but the inclusion of individual cases is not available at this time.

Supplemental instructions for this process can be found at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html>.

Please direct any questions to the OH CDMS help desk at 1-833-783-8255 or helpdesk_ohcdms@cms.hhs.gov.

2020.03:
PRRB ALERT 19: Temporary COVID-19 Adjustments to PRRB Processes
(March 25, 2020)

In keeping with guidance issued by the Office of Management and Budget (“OMB”), and public health precautions recommended in response to the COVID-19 virus, the Provider Reimbursement Review Board is issuing this Alert to provide information on processes affected by the temporary change in its operations.

Please see [PRRB Alerts](#) for the full text of Alert 19. If questions, please contact the Board by email at PRRB@cms.hhs.gov.

2020.02:
Anti-Virus Scanning
(January 7, 2020)

There has been an increase in uploaded documents identified as potentially “infected” by the OH CDMS anti-virus scanning tool. A file can be falsely identified as infected for various reasons, including:

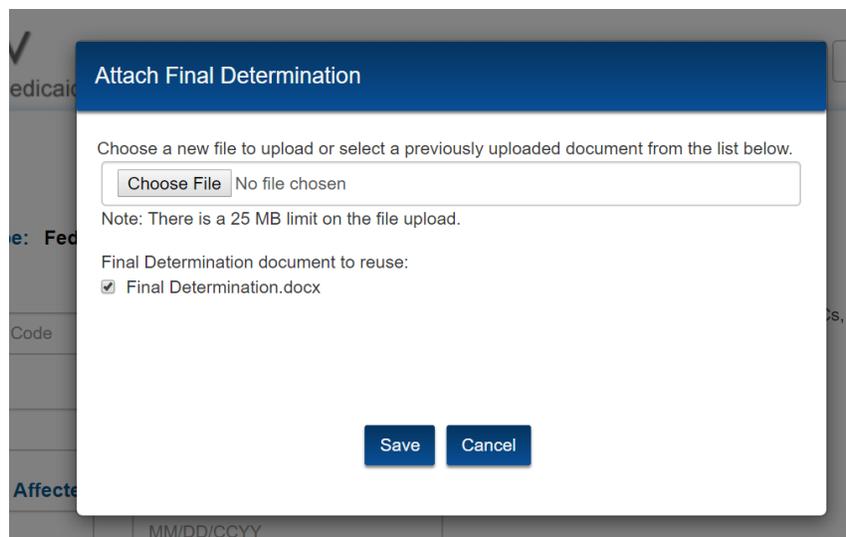
- **Links** – Any links to files on your computer, another computer, or to a source outside of OH CDMS must be removed. The information from the link may be saved and uploaded as a separate document.
- **Embedded files** – An embedded file is any file inserted into your document. Any embedded files must be removed prior to uploading your documents. The removed files may be saved and uploaded separately.
- **Macros** – A macro is a set of instructions that expands to perform a task and could be pointing to an unverifiable source. Files may not be saved as Word or Excel Macro-Enabled Documents.

Please make sure that your files do not contain any of these particular items before uploading a file to OH CDMS. If you have questions, please contact the OH CDMS help desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

**2020.01:
Uploaded Documents May Be Selected for Reuse
(January 7, 2020)**

Last night code was deployed in order to assist our external customers with Federal Register appeals. As many of you know, we received feedback that it was time-consuming to upload the same documents for each group participant. OH CDMS now offers users the option of using a previously-uploaded document in order to save time. Therefore, when a user uploads a document, a pop-up box will show previously-uploaded files for that case for that specific document type.

For example, when uploading the Final Determination for a Federal Register appeal, the “Federal Register” document will appear in a pop-up box, and the user will no longer need to search for the file on their desktop, etc. The screenshot below is similar to what external users will see:



An external user will only be able to choose one document (by either selecting the “Choose File” button to upload a new file or by checking one of the boxes for a previously-uploaded document).

This functionality is available for all types of supporting documentation, including the final determination, amount in controversy calculations, representation letters for chain organizations, and statements related to the lack of audit adjustments or protested items. We hope that this upgrade will assist greatly in electronically-filed Federal Register appeals.

No action is required based on this notice. If you have system questions, please contact the OH CDMS help desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov. If you have policy or procedure questions, please contact the PRRB at 410-786-2671 or PRRB@cms.hhs.gov.

**2019.03:
PRRB Provider Extract
(October 7, 2019)**

As a result of requests and feedback from our external users, the Provider Reimbursement review Board ("PRRB") recently implemented an option to download a spreadsheet of group case participants. To access the file, click on the "Download Provider Extract (CSV)" button under the Participants tab in a group case.

The spreadsheet will document all providers that have been entered into the Office of Hearings Case and Document Management System ("OH CDMS"), and the PRRB encourages users to review the listing to ensure all directly added and transferred providers are fully documented. However, the spreadsheet will not be complete for legacy groups that were established prior to the launch of OH CDMS (i.e., PRRB case numbers 18-1577 and earlier). As noted in the commentary to PRRB Rule 20.1, it will take additional time to fully populate the existing participants in the group cases. Therefore, until further notice, the Board is still requiring a hard copy of the Schedule of Providers and its accompanying supporting documentation.

No action is required based on this notice. If you have system questions, please contact the OH CDMS help desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov. If you have policy or procedure questions, please contact the PRRB at 410-786-2671 or PRRB@cms.hhs.gov.

**2019.02:
Correction to Response Submitted Dates
(February 19, 2019)**

Updates have recently been deployed to the Office Hearings Case and Document Management System ("OH CDMS") including the following item:

- Prior to February 13, 2019, the automated OH CDMS Confirmation of Correspondence for items submitted in response to an Acknowledgement and Critical Due Date letter, Request for Information, or Notice of Hearing referenced an incorrect response submission date. The programming error has now been corrected and the confirmation properly reflects the Board's receipt date of the submitted items.

No action is required. Please direct any questions to the OH CDMS help desk at 1-833-783-8255 or helpdesk_ohcdms@cms.hhs.gov.

2019.01:
Medicare Learning Network Call:
"New Electronic System for Provider Reimbursement Review Board Appeals"
(January 30, 2019)

Tuesday, February 5 from 1:30 to 3 pm ET

Register (<https://blh.ier.intercall.com/>) for Medicare Learning Network events.

Do you want to file or manage a Provider Reimbursement Review Board (PRRB) appeal? Learn how to use the new Office of Hearings Case and Document Management System (OH CDMS) to submit new appeals, transfer issues, file position papers, and manage all aspects of your PRRB appeals.

During this call, PRRB staff will discuss:

- How to access the system
- Detailed overview of the system and its capabilities
- Frequently asked questions

A question and answer session follows the presentation; however, attendees may email questions in advance to PRRB@cms.hhs.gov with "Office of Hearings Case and Document Management System Conference Call" in the subject line. These questions may be addressed during the call or used for other materials following the call.

Target Audience: All PRRB appeal stakeholders.

For more information, visit the PRRB OH CDMS webpage (<https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html>).

See also MLN Matters article "New Electronic System for Provider Reimbursement Review Board Appeals" at <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE19004.pdf>.

2018.05:
Capability for Reporting Legacy Case Information
(November 1, 2018)

When OH CDMS went live on August 16, 2018, the PRRB migrated all active case data to the OH CDMS. However, the PRRB's prior case management system was a database only and therefore did not contain any of the submitted documentation (e.g., the Notice of Program Reimbursement, issue statements, etc.).

To benefit more fully from the operation of OH CDMS, users may populate OH CDMS with documentation relating to the open issues residing in their individual cases. The PRRB encourages providers to take advantage of this OH CDMS function because providers that update the system with this information will have real time access to view and manage their issues (e.g., transfer or withdraw issues) with instant verification.

When taking advantage of this existing feature, it is important to remember to maintain the system's integrity by accurately entering the information from the original hard copy materials previously submitted to the Board. For example, you may ***not*** add to or expand on the issues reflected in the relevant appeal request/add-issue request. Further, please do not enter any issues that are no longer active within a case (e.g., previously transferred, resolved, withdrawn, dismissed, or otherwise decided).

Supplemental instructions for this process can be found at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html>. Please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov if you have any questions.

2018.04:
Medicare Contractors' Use of OH CDMS
(November 1, 2018)

All of the government contractor organizations that participate in appeals before the PRRB (the Medicare Administrative Contractors ("MACs"), the Cost Report Audit and Appeals Contractor ("CRAA"), and the Appeals Support Contractor ("ASC")) are now registered within the Office of Hearings Case and Document Management System ("OH CDMS"). Following each provider submission, OH CDMS automatically generates a notification to the government contractor(s). The system-generated notice for portal-based submissions will fulfill the requirement for service on the Medicare contractors, and accordingly, representatives utilizing OH CDMS will no longer be required to send an additional carbon copy (paper or electronic) to the relevant contractor(s). See Board Rule 3.4.

2018.03:
**Re-issuance of Case Acknowledgement and Critical Dues Dates Notices,
Requests for Information, and Notices of Hearing
(September 4, 2018)**

The PRRB will be re-issuing certain documents for open cases that were not filed through OH CDMS in order to identify pending due dates and establish responsive case actions in the new electronic system. (See PRRB External User Manual, section 3.3.4.1.) Please be aware that you could receive another Case Acknowledgement and Critical Due Dates Notice, a Request for Information, or another Notice of Hearing for your case over the next several weeks, but note that the critical due dates for your case have not changed.

Please contact the Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov if you notice any problems. Thank you for your flexibility as we continue to transition to OH CDMS.

2018.02:
**PRRB Electronic Filing is Available through OH CDMS
(August 16, 2018)**

The PRRB module of the Office of Hearings Case and Document Management System ("OH CDMS") is available for use. Users may access OH CDMS to file new appeals and all supporting documentation electronically and to review and maintain existing cases that are currently in an open status. The PRRB notices and decisions will be issued via email and will also be accessible through OH CDMS.

The PRRB Electronic Filing webpage at <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html> will soon be updated with a user manual and frequently asked questions. The PRRB will also be issuing a new set of Board Rules in conjunction with the implementation of OH CDMS as well as to update other processes and procedures.

If you have not yet registered for the system, we encourage you to begin that process. For any system or registration questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.

**2018.01:
Pre-Registration for PRRB Electronic Filing
(August 2, 2018)**

The PRRB module of the Office of Hearings Case and Document Management System (“OH CDMS”) will soon be available for electronic filing; however, parties may begin pre-registering for access to the system prior to its release. Please reference <https://www.cms.gov/Regulations-and-Guidance/Review-Boards/PRRBReview/Electronic-Filing.html> for system updates, registration instructions, and frequently asked questions.

We would also like to offer several points of clarification:

- OH CDMS registration is for the system as a whole, so if you have already registered in response to the MGCRB alert, you do not need to separately register for the PRRB module.
- OH CDMS is designed that you may only have access to the system through one organization. You must register under the organization you work for, *not* for the provider(s) for which you intend to file a PRRB appeal or MGCRB application as multiple requests must be denied. For example, if you are at a parent level and oversee multiple providers within your corporate organization, then you should select the parent organization at registration.
- The designated representative of a case has full access to view and take action on that case. The designated representative may be selected from a provider, parent, or representative organization.

For any system questions, please contact the OH CDMS Help Desk at 1-833-783-8255 or Helpdesk_OHCDMS@cms.hhs.gov.