

# Provider Notice

Dear Provider,

The Virginia Department of Medical Assistance Services (DMAS) is launching a new system and portal to manage the appeals process—the Appeals Information Management System (AIMS). The AIMS portal allows Medicaid providers—and your patients with Medicaid—the convenience of filing an appeal, submitting documents, and monitoring the status of their appeal online throughout the process.

As a Molina Complete Care (MCC) participating provider, you will continue to use our current appeals process. The new AIMS portal will handle the next level of appeal after you have exhausted your appeal with MCC.

The AIMS portal is easy to use and includes step-by-step instructions to walk you through the entire appeals process. While you are encouraged to use the new AIMS portal, DMAS will continue to accept appeals by email, fax, mail and phone.

DMAS has posted helpful resources online at <https://www.dmas.virginia.gov/#/appealsresources> to walk you through the new system. Questions? Contact DMAS Appeals at 1-804-371-8488.