

NC Medicaid | Instructions for Submitting State Appeal Requests

- ❖ For **ALL** State Appeal Requests use the DHHS ZixMail portal located at:

<https://web1.zixmail.net/s/login?b=ncdhhs>

- ❖ Send **ALL** emails through the DHHS ZixMail portal (Zix Secure Email Message Center) to:

Medicaid.DSS.State.Appeals@dhhs.nc.gov

To send an encrypted email message to the Hearings & Appeals Section or to a State Hearing Officer, use the ZixMail Portal link above and click the "Register" button to create an account. Then you can sign in and send/receive encrypted ZixMail messages from the secure web portal to the Hearings & Appeals Section or any specific State Hearing Officer. From the first screen, you may sign in, reset your password, register, and receive detailed user Help information. This screen also provides an email address for technical support regarding the message portal. If you have your own ZixMail license you may send ZixMails directly and do not need to use the ZixMail portal (*Zix Secure Email Message Center*).

- ❖ **Do NOT put any client identifying information in the subject line of the e-mail; the subject line is not encrypted.** Keep the subject line simple (i.e., State Appeal Request, Withdrawal Notice, New Representative, Address Change, Notice of SSA Approval, Additional Case Evidence, New Phone Number, etc.).
- ❖ **Please submit each DSS-1473 in its own email.** Do not combine DSS-1473s into one email. If an Appellant requests 2 separate appeals (i.e. FNS and MAD), please submit 2 SEPARATE EMAILS with the appropriate DSS-1473 and relevant information concerning each appeal. For Program Integrity, if there are co-debtors, each debtor must be submitted on his/her own DSS-1473 in separate emails.

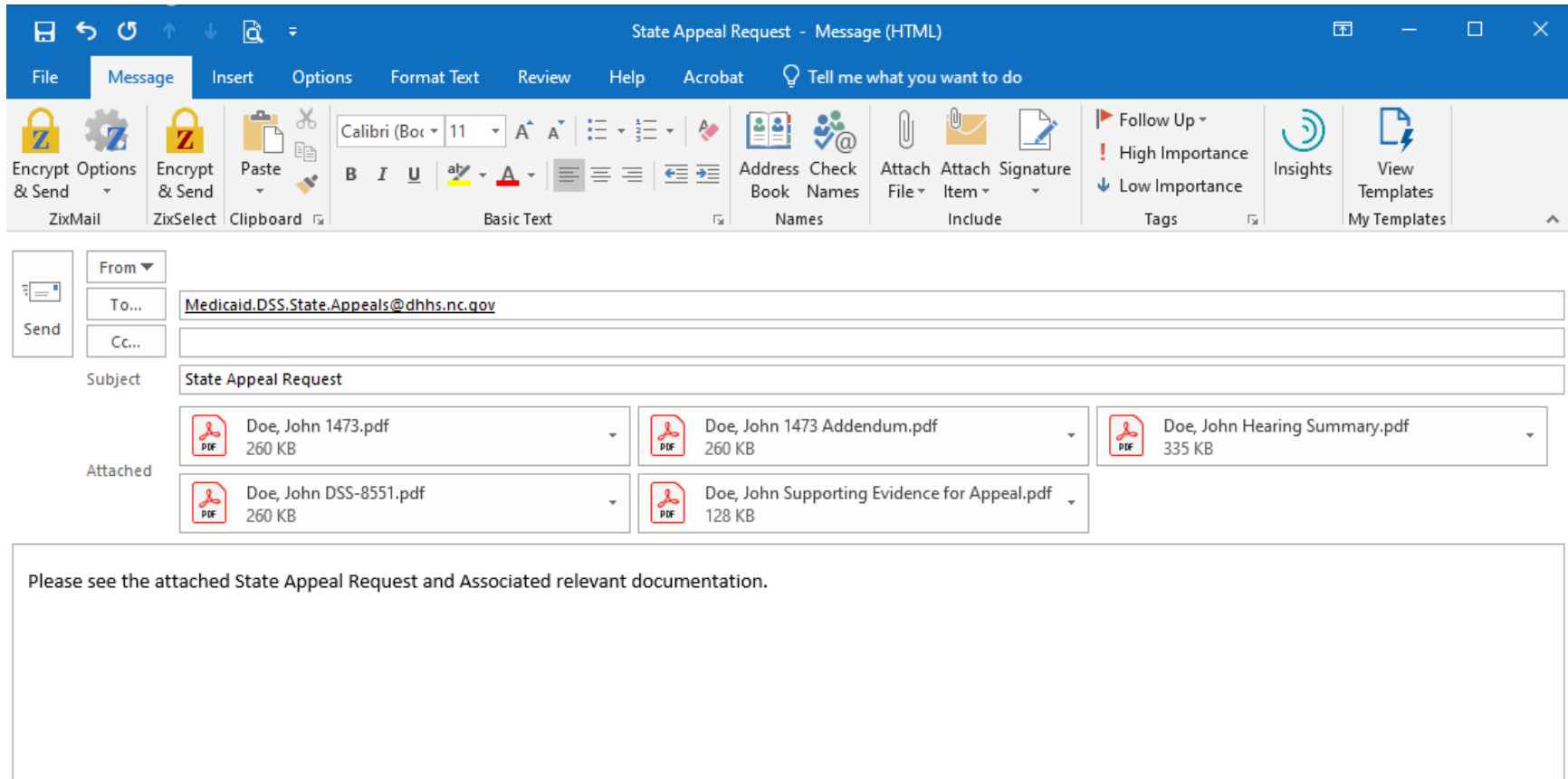
We cannot accept multiple 1473s sent in the same email.

Every initial email for a State Appeal Request should always include the DSS-1473 and the Hearing Summary. Do **not** combine DSS-1473s into one email.

Other Attachments to include would be the notification letter to grant, deny, terminate, or modify assistance that prompted the appeal and copies of the relevant documents related to the appeal. See the DSS-1473 (page 2) for items to attach to the State Appeal Request.

Example of Format for Sending State Appeal Requests

NOTE: We cannot accept multiple 1473s sent in the same email



The screenshot displays the Outlook interface for composing an email. The title bar reads "State Appeal Request - Message (HTML)". The ribbon includes "File", "Message", "Insert", "Options", "Format Text", "Review", "Help", "Acrobat", and "Tell me what you want to do". The "Format Text" ribbon is active, showing options for font (Calibri, size 11), bold, italic, underline, text color, background color, and alignment. Other ribbon sections include "Names" (Address Book, Check Names), "Include" (Attach File, Attach Item, Signature), "Tags" (Follow Up, High Importance, Low Importance), and "My Templates" (Insights, View Templates).

The email fields are as follows:

- From:** [Dropdown arrow]
- To:** Medicaid.DSS.State.Appeals@dhhs.nc.gov
- Cc:** [Empty field]
- Subject:** State Appeal Request

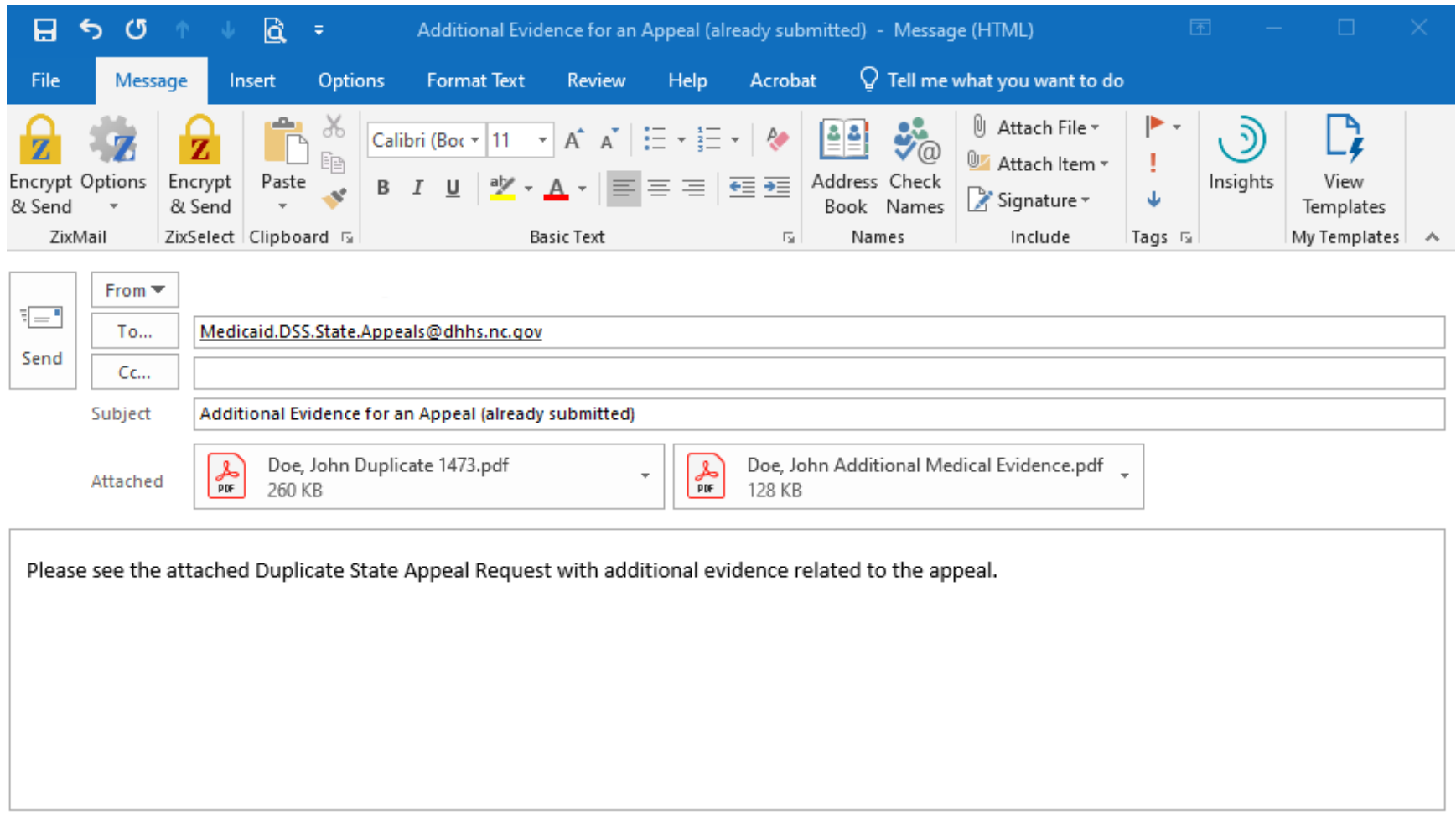
The "Attached" section contains five PDF files:

- Doe, John 1473.pdf (260 KB)
- Doe, John 1473 Addendum.pdf (260 KB)
- Doe, John Hearing Summary.pdf (335 KB)
- Doe, John DSS-8551.pdf (260 KB)
- Doe, John Supporting Evidence for Appeal.pdf (128 KB)

The main body of the email contains the following text:

Please see the attached State Appeal Request and Associated relevant documentation.

Example of Format for Additional Evidence for an Appeal (already submitted)



Additional Evidence for an Appeal (already submitted) - Message (HTML)

File Message Insert Options Format Text Review Help Acrobat Tell me what you want to do

Encrypt & Send Options Encrypt & Send Paste Basic Text Names Include Tags Insights View Templates My Templates


From


To... Medicaid.DSS.State.Appeals@dhhs.nc.gov

Cc...

Subject Additional Evidence for an Appeal (already submitted)

Attached

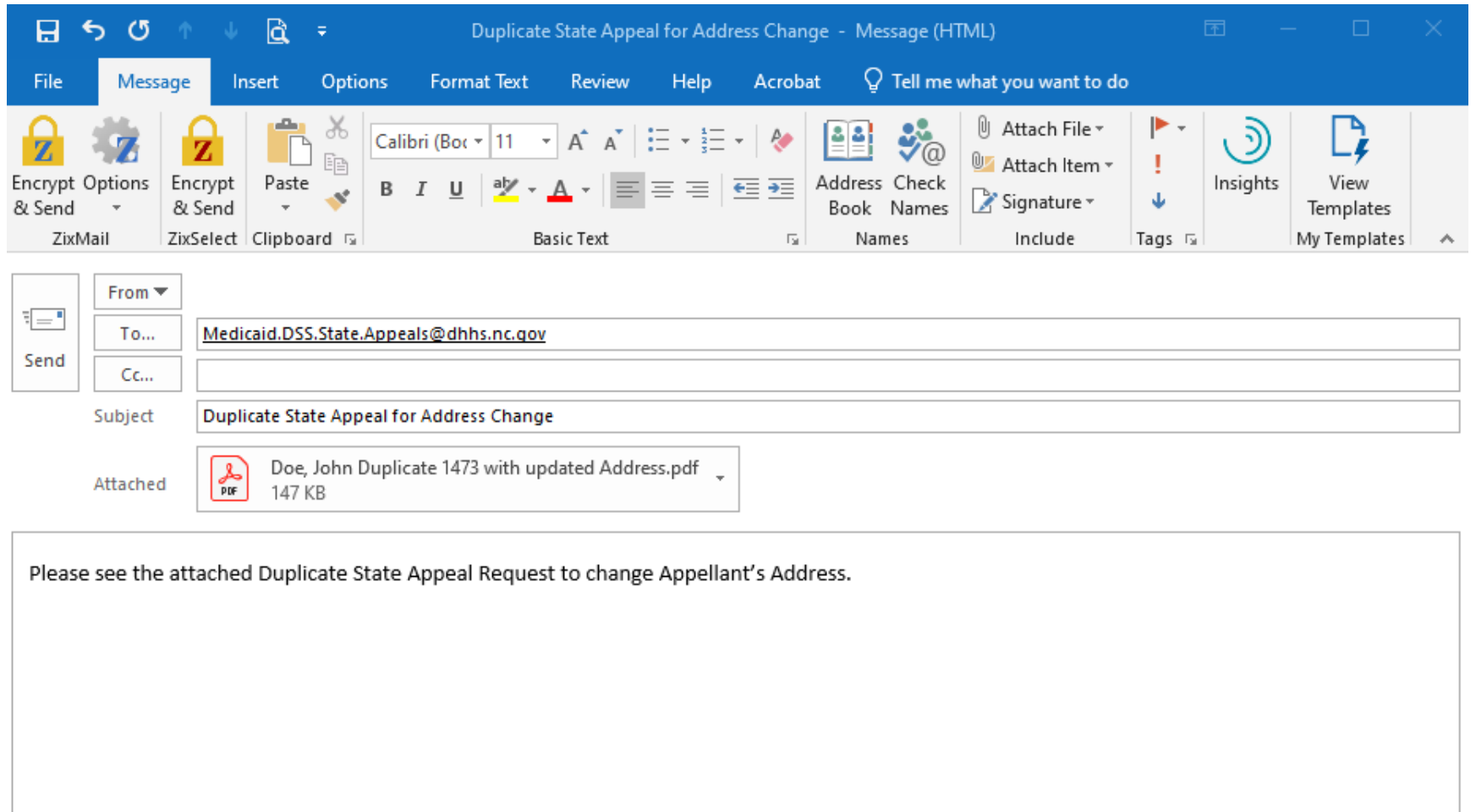
 Doe, John Duplicate 1473.pdf 260 KB

 Doe, John Additional Medical Evidence.pdf 128 KB

Please see the attached Duplicate State Appeal Request with additional evidence related to the appeal.

Example of Format for submitting a Duplicate State Appeal Request for change of information

This could also be used for previously submitted appeals where a Duplicate State Appeal Request Form needs to be submitted to add a representative, change a representative's address, change a phone number, or correct a date of birth or Social Security number that was entered incorrectly on the original form.



The screenshot displays the ZixMail email client interface. The title bar reads "Duplicate State Appeal for Address Change - Message (HTML)". The ribbon includes "File", "Message", "Insert", "Options", "Format Text", "Review", "Help", "Acrobat", and "Tell me what you want to do". The "Message" ribbon is active, showing options for encryption, paste, text formatting (font: Calibri, size: 11), and various utility tools like "Address Book", "Check Names", "Attach File", "Attach Item", "Signature", "Tags", "Insights", and "View Templates".

The message composition area includes the following fields:

- From:** (Dropdown menu)
- To:** Medicaid.DSS.State.Appeals@dhhs.nc.gov
- Cc:** (Empty field)
- Subject:** Duplicate State Appeal for Address Change
- Attached:** Doe, John Duplicate 1473 with updated Address.pdf (147 KB)

The main body of the email contains the text: "Please see the attached Duplicate State Appeal Request to change Appellant's Address."

Example of Format to submit withdrawal notification

The screenshot displays an email client window titled "Withdrawal Request - Message (HTML)". The interface includes a ribbon menu with tabs for File, Message, Insert, Options, Format Text, Review, Help, Acrobat, and a search bar "Tell me what you want to do". The ribbon is currently set to the "Message" tab, which contains various tools such as "Encrypt & Send" (ZixMail and ZixSelect), "Paste", "Basic Text" (font and size settings), "Names" (Address Book and Check Names), "Include" (Attach File, Attach Item, Signature), "Tags", "Insights", and "View Templates".

Below the ribbon, the email composition fields are visible:

- From:** (Dropdown menu)
- To...:** Medicaid.DSS.State.Appeals@dhhs.nc.gov
- Cc...:** (Empty field)
- Subject:** **Withdrawal Request**
- Attached:** Two PDF files are listed:
 - Doe, John Duplicate 1473.pdf (260 KB)
 - Doe, John Withdrawal Request from Appellant.pdf (30 KB)

The main body of the email contains the following text:

Please see the attached Duplicate State Appeal Request for the attached withdrawal request from the Appellant.