

SCDHHS MEDICAID APPEAL PROCESS

If the participant, parent of a minor participant, court appointed legal guardian, or Authorized Representative fully completes the DDSN reconsideration process and is dissatisfied with the result, they have the right to request an appeal with the State Medicaid Agency, which is the South Carolina Department of Health and Human Services (SCDHHS).

The appeal request can be made: 1) electronically using the SCDHHS website, 2) faxed, 3) mailed, 4) emailed, 5) by telephone or 6) in person to the SCDHHS Office of Appeals and Hearings. This must be done no later than 30-calendar days after receipt of the DDSN notification. Unless a valid appeal request is made to SCDHHS, the DDSN reconsideration decision will be final and binding.

The purpose of a SCDHHS administrative appeal is to prove error(s) in fact or law pertaining to a decision made and/or action taken by DDSN that adversely affects a Waiver participant. The appeal should clearly state the specific issue(s) that are disputed and what action is requested. A copy of the reconsideration notification received from DDSN must be provided to the SCDHHS Office of Appeals and Hearings before it will be opened and assigned to a Hearing Officer.

The participant, parent of a minor participant, court appointed legal guardian, or Authorized Representative can file the appeal electronically at www.scdhhs.gov/appeals.

OR

The appeal request may be mailed to:

SC Department of Health and Human Services
Office of Appeals and Hearings
P.O. Box 8206
Columbia, SC 29202-8206

OR

The appeal request may be provided in person:

SC Department of Health and Human Services
1801 Main Street
Columbia, SC 29201
Attn: SCDHHS Office of Appeals and Hearings

OR

The appeal request may be faxed directly to the SCDHHS Office of Appeals and Hearings at (803) 255-8206 or emailed at appeals@scdhhs.gov.

A participant, parent of a parent of a minor participant, court appointed legal guardian, or Authorized Representative may request an expedited appeal if the standard appeal timeframe (90-calendar days) could jeopardize the individual's life, health, or ability to attain, maintain, or regain maximum function. SCDHHS will grant or deny these requests as quickly as possible. If SCDHHS grants the request to expedite, the appeal will be resolved as quickly as possible. If the request to expedite is denied, the appeal will follow the standard timeframe.

To avoid delays in the process, any supporting documentation should be submitted with the request for expedited review at the time of filing or immediately thereafter. While supporting documentation is not required, SCDHHS will make its determination based on the information made available at the time the request is considered.

For more information on the DHHS appeals process, please refer to www.scdhhs.gov/appeals.