



News Updates | January 23, 2012

CMS has Added Information on the Appeals Process for the Medicare and Medicaid Electronic Health Record (EHR) Incentive Programs on the EHR Website

CMS has added new information to the [Attestation section](#) of the EHR website about the appeals process for the Medicare and Medicaid EHR Incentive Programs.

On **December 1st, 2011**, CMS began accepting appeals for eligible professionals (EPs), eligible hospitals and critical access hospitals (CAHs). To help EPs, eligible hospitals and CAHs, the CMS Office of Clinical Standards and Quality (OCSQ) is providing guidance on how to file an appeal.

Note: The filing deadline for an eligibility appeal for an eligible hospital has been extended from December 30, 2011 to January 30, 2012.

OCSQ's Division of Health Information Technology released the first informal review decision for the EHR Incentive Program on January 19, 2012. Beginning in February 2012, this informal review decision and other appeal decisions will be posted on the website, [OCSQ Appeals](#). Starting in March, 2012, providers may find their decisions by visiting the [Appeals Portal](#).

For general questions and for information on how to file an appeal, EPs, eligible hospitals, CAHs, and Medicare Advantage Organizations may contact OCSQ's designated appeal support contractor, Provider Resources, Inc., via the following:

- **Toll-free number:** 855-796-1515 (Between 9 a.m. and 5 p.m. EST, Monday through Friday)
- **Email:** OCSQAppeals@provider-resources.com

Want more information about the EHR Incentive Programs?

Make sure to visit the [EHR Incentive Programs website](#) for the latest news and updates on the EHR Incentive Programs.