

QIC Appeals Portal User Guide



The C2C Innovative Solutions (C2C) QIC Appeals Portal (the Portal) is a simple alternative for providers, beneficiaries or authorized representatives, and plans to securely submit new appeal requests, subsequent documentation or written inquiries to C2C electronically.

Create a Portal account

On the Portal Welcome page enter your email address and click **Submit**.

A screenshot of a web browser showing the 'Appellant-Signup' page. The browser address bar shows 'https://www.c2cinc.com/Appellant-Signup'. The page header includes the C2C logo and navigation links: Home, QIC Part B North, QIC Part B South, Appeals Demonstration, QIC Part A East, Part D QIC, and Contact Us. The main content area is titled 'QIC Appeals Portal - Step 1' and 'Welcome'. It contains the text: 'To begin the process, please enter your email address to see if you already have an account with a login name matching your email address.' Below this is a form with the label 'Your EMAIL address:' followed by an input field and a blue 'SUBMIT' button.

The Portal will check to see if you are a registered user. If you are not, it will prompt you to proceed to create an account.

A screenshot of the same web browser showing the 'Appellant-Signup' page. The main content area is titled 'QIC Appeals Portal - Step 1' and displays a message: 'You do not yet have an account with this email address as a USERNAME on "www.c2cinc.com".' Below the message is the text: 'Click the "Get Started" button to set up your account.' At the bottom of the message is a blue 'Get Started' button.

Click **Get Started** to open the create account page.

Complete the create account form.

- **Email Address:** This email address will serve as your username when logging into the Portal. It is important that you have a valid email address since this email address will be used to send an email confirmation advising that your submission was successful. It also allows us to contact you if an issue is found with your submitted file that prevents us from processing it.
- **Verify Email Address:** This entry must match exactly with the email address entry.
- **Password:** This will be the password used on the login page. The password must be at least eight characters long and contain at least one number. Please note, the password is case sensitive.
- **Verify Password:** This entry must match exactly with the password entry.
- **First Name/Last Name:** This information will be used to identify you should we need to contact you if an issue is found with your submitted file that prevents us from processing it.
- **Organization Phone Number:** Please make sure to enter a valid telephone number since this information will be used to contact you if an issue is found with your submitted file that prevents us from processing it.
- **Organization Name:** This information will help us identify who you represent. If you are a Medicare appellant and filing the appeal, please use the word "Beneficiary" in this space.

The screenshot shows the 'Appellant File Upload Signup - Create Account' form. At the top left is the C2C Innovative Solutions, Inc. logo with the tagline 'Integrity, Quality & Value - Count to Count'. To the right is a 'Home' button and the text 'QIC Part B No...'. The form title is 'Appellant File Upload Signup - Create Account'. The form fields are: Email Address, Verify Email Address, Password, Verify Password, First Name, Last Name, Organization Phone (with a note: 'Enter contact number if Beneficiary appellant'), and Organization Name (with a note: 'Enter "Beneficiary" if a Medicare Beneficiary appellant'). A yellow highlight is under the text 'Your email will be your username to use to sign in to the website.' At the bottom are two buttons: 'Create Account and Continue' and 'Cancel'.

C2C is committed to protecting your privacy and will not share your information with any other organization.

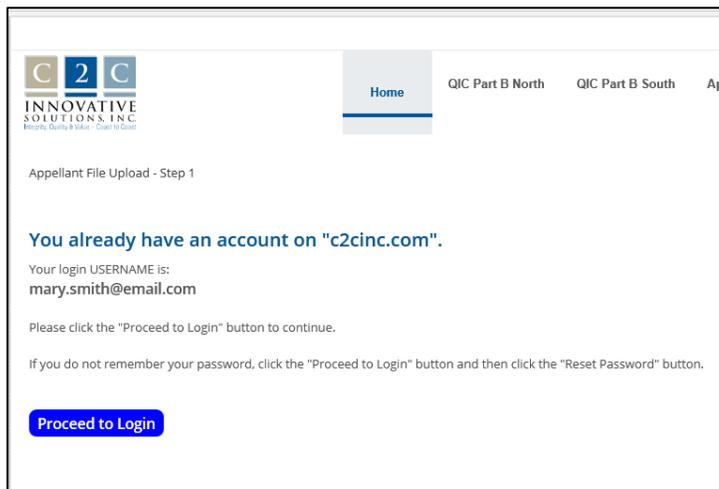
Once you have entered all of the fields, click **Create Account and Continue**.

Log into the Portal

To log into the Portal enter the email address you used to create your account. Click **Submit**.

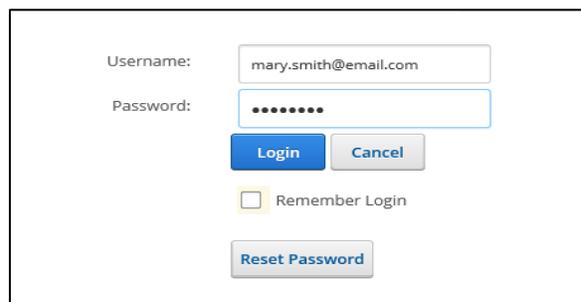


The Portal will confirm your account. Click **Proceed to Login**

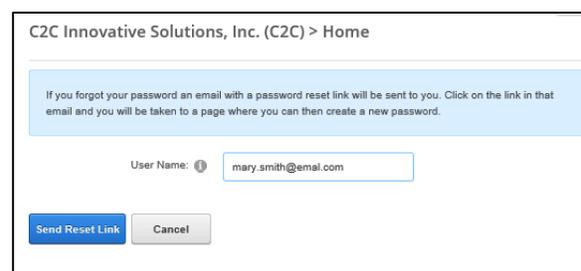


Enter your username and password. Remember your username is the email address used to create your account. Click **Login**.

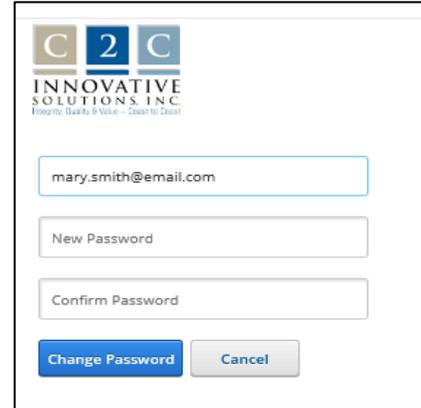
If you don't remember your password click **Reset Password**.



Enter your username and click **Send Reset Link**. The Portal will send an email with a link to a page that will enable you to reset your password.



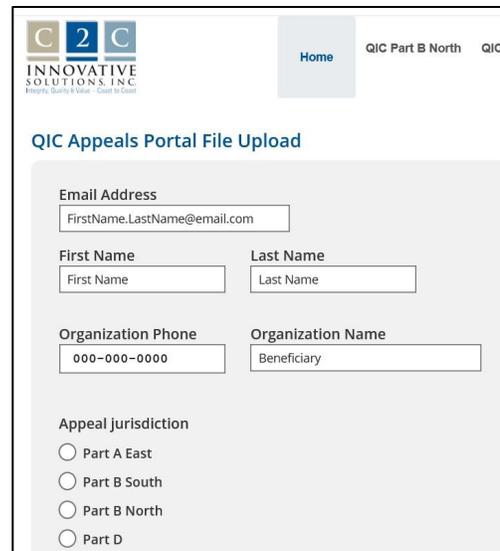
On the reset password page, enter your new password and confirm the entry. Remember passwords must be at least eight characters long and contain at least one number. Click [Change Password](#).



Select Appeal Jurisdiction

Select the Appeal Jurisdiction to where you would like to file your appeal, submit subsequent documentation or written inquiries.

- **Part A East** – For Medicare Part A claims processed in Colorado, New Mexico, Texas, Oklahoma, Arkansas, Louisiana, Mississippi, Alabama, Georgia, Florida, Tennessee, South Carolina, North Carolina, Virginia, West Virginia, Puerto Rico, Virgin Islands, Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut, New Jersey, New York, Delaware, Maryland, Pennsylvania, and District of Columbia. This jurisdiction also includes reconsiderations involving MSP recoveries.
- **Part B South** – For Medicare Part B claims processed in Colorado, Connecticut, New Mexico, Texas, Oklahoma, Arkansas, Louisiana, Mississippi, Tennessee, Alabama, Georgia, Florida, North Carolina, South Carolina, Virginia, West Virginia, Puerto Rico and Virgin Islands.
- **Part B North** – For Medicare Part B claims processed in Alaska, Maine, Vermont, New Hampshire, Massachusetts, Connecticut, Rhode Island, District of Columbia, New York, Pennsylvania, New Jersey, Delaware, Maryland, Ohio, Kentucky, Indiana, Illinois, Michigan, Wisconsin, Minnesota, Missouri, Iowa, Kansas, Nebraska, South Dakota, North Dakota, Wyoming, Montana, Idaho, Washington, Oregon, California, Nevada, Arizona, Utah, Hawaii, Guam, Northern Mariana Islands and American Samoa.
- **Part D** – For Medicare Part D drug benefit appeals and late enrollment penalty (LEP) appeals under the Medicare Part D program.

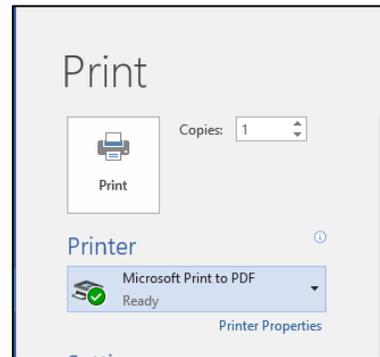


Submit appeal request and documentation

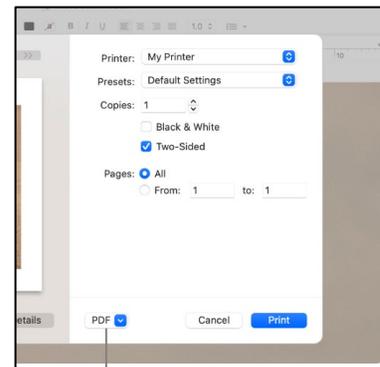
Your appeal request and any supporting documentation must be submitted as a single PDF, with the exception an Excel (spreadsheet) file discussed below.

There are multiple options to convert documents into a PDF file and combine them into a single PDF file, depending on the tools available to you. One common approach is to print to a PDF then combine into a single PDF.

- **Windows** - Open the file(s) to convert, select File, Print, and change your Printer selection to Microsoft Print to PDF and click **Print**.



- **Mac** - Open the file you want to convert, choose File, Print. Click the PDF pop-up menu, then choose **Save as PDF**.



Once all your files are in PDF format, you can combine them into a single PDF. Please refer to the Adobe website <https://helpx.adobe.com/acrobat/how-to/combine-files-into-pdf.html?set=acrobat--fundamentals--edit-pdf>.

To load your appeal request click **Select PDF file to upload**.

A window will open on your computer to enable you to navigate to and select the PDF file you would like to submit. Click on the file and click **Open**. Click **Cancel** if you would like to quit the process and return to the QIC Appeals Portal File Upload page.

Appeal jurisdiction

Part A East

Part B South

Part B North

Part D

UPLOAD PDF FILE

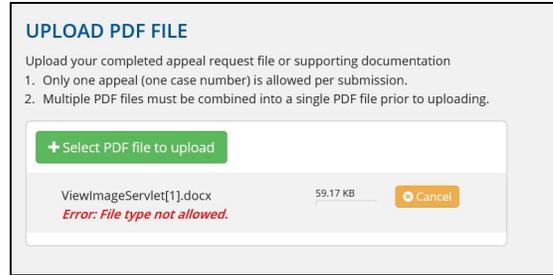
Upload your completed appeal request file or supporting documentation

1. Only one appeal (one case number) is allowed per submission.

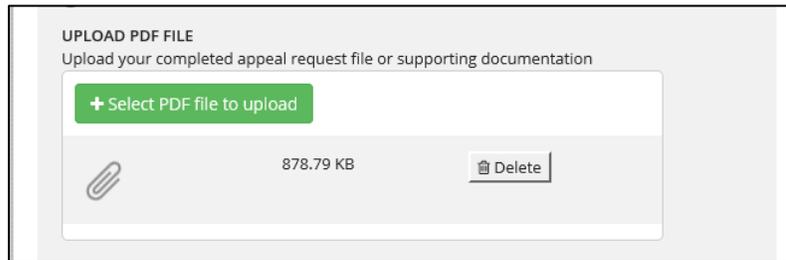
2. Multiple PDF files must be combined into a single PDF file prior to uploading.

[+ Select PDF file to upload](#)

The Portal will determine if the file selected is a PDF. If an error occurred, the Portal will display the reason for the error. You must click **Cancel** to remove the erroneous file before the Portal enables you to select the correct file.



If your selected file meets the Portal requirements, a paperclip icon (not the name of the file) will display along with the file size.

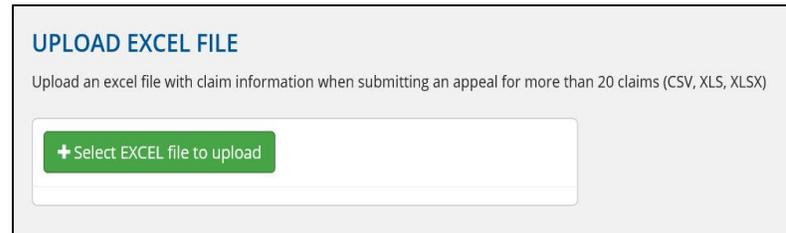


Optional: When submitting appeals that involve a large number of claims you can also submit an Excel file (.csv, .xls, .xlsx) with your request. This file will assist in the processing of your large-claim appeals. The file should contain the following information for each claim being appealed:

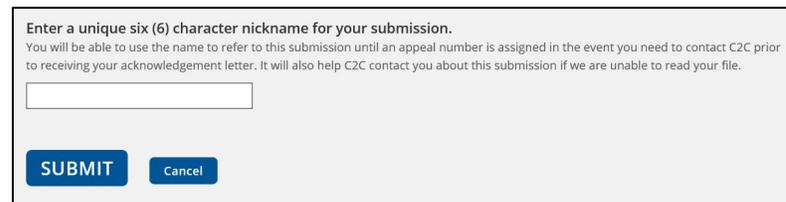
- Claim number
- Beneficiary MBI
- Date of service
- Procedure code

Click **Select Excel file to upload.**

A window will open on your computer to enable you to navigate to and select the Excel file you would like to submit.



Optional: You may label your submission with a unique identifier.



Part D appeal jurisdiction – For Part D submissions, you must also select the type of Part D submission.

If you realize you need to submit additional documentation for a case file already submitted, you must include a cover page that identifies the MAS Appeal Number, enrollee initials and MBI, Appeal Type (Expedited, Standard or LEP), the nature of your submission. We strongly recommend you use the **Part D QIC Case File Follow Up / Additional Documentation Form** (PDF). Proper identifiers are required to ensure your submission is indexed to the case.

Type of Part D Submission
To ensure proper handling of your appeal, please do not combine documentation for multiple appeals in your submission. Each submission must be for a single appeal.

- Part D Enrollees & Representatives - Prescription Drug Standard Appeal Request
- Part D Enrollees & Representatives - Prescription Drug Expedited Appeal Request
- Part D Enrollees & Representatives - Late Enrollment Penalty (LEP) Appeal Request
- Part D Enrollees & Representatives - Subsequent Documentation
- Prescribers - Prescription Drug Standard Appeal Request
- Prescribers - Prescription Drug Expedited Appeal Request
- Prescribers - Subsequent Documentation
- Part D Plans - Auto-Forward Case Files
- Part D Plans - Prescription Drug Standard Case Files *
- Part D Plans - Prescription Drug Expedited Case Files *
- Part D Plans - Late Enrollment Penalty (LEP) Case Files *
- Part D Plans - Effectuation Notice *
- Part D Plans - Subsequent Documentation *

Click **Submit** in the bottom left to complete your submission. Click **Cancel** if you would like to quit your submission and exit the QIC Appeals Portal File Upload page.

If any required information is missing, the Portal will display an error message below the page title, QIC Appeals Portal File Upload. The message will detail what needs to be corrected before you are able to complete your submission.

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Home QIC Part B No

QIC Appeals Portal File Upload

• PDF file upload required

Email Address

If submitted successfully, the Portal will display “Thank you.” In addition, an email confirming the submission will be sent to the email provided in your profile.

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Home QIC Part B North

Thank you

Thank you for submitting your appeal and documentation through the C2C portal.

If you have any questions on how to use the Portal, you may call us at:

- **904-224-7446** for Part A East appeals
- **904-224-2613** for Part B South appeals
- **904-224-7426** for Part B North appeals
- **833-919-0198 (Toll Free)** for Part D Enrollees, Representatives, Prescribers
- **904-394-4700** for Part D Plans