

Alternative Method to Request Change of Representative

Within the Office of Hearings Case and Document Management System (“OH CDMS”) most correspondence is to be submitted from the Case Correspondence tab within the impacted case. The ability to access to this tab is limited to the current representative of the case, but OH CDMS now permits an alternative method for a newly appointed representative to submit a change of representative request from the PRRB Home Page.

PRRB Home Page

1. Select the **Case Correspondence** button.

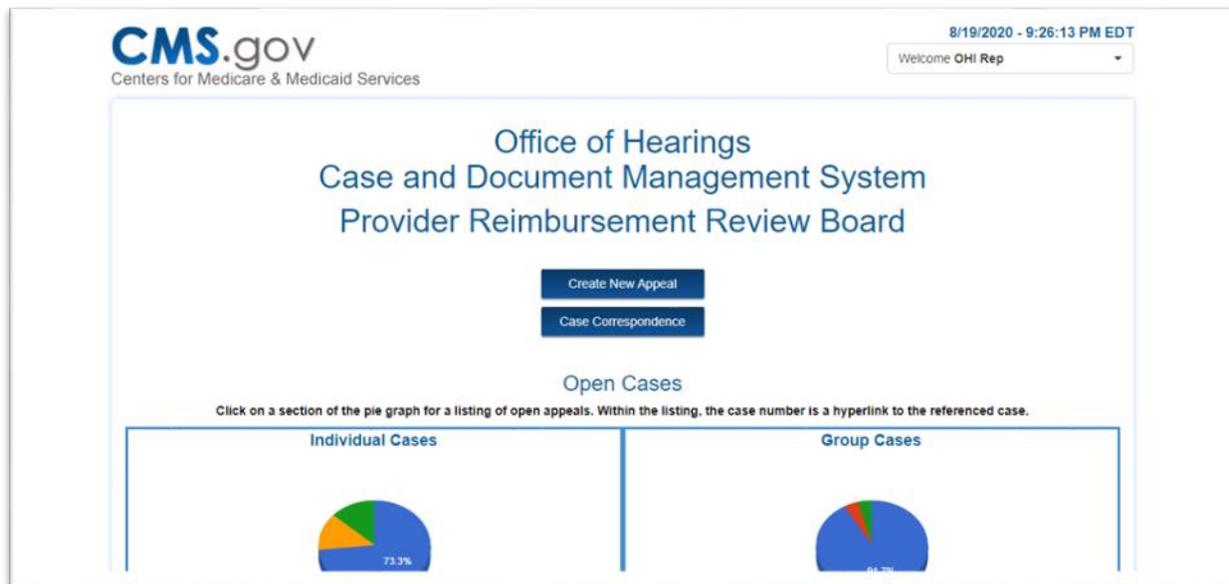


Figure 1: PRRB Home Page – Case Correspondence Button

2. A Case Correspondence pop-up window is displayed. Select the **Change Representative** button.

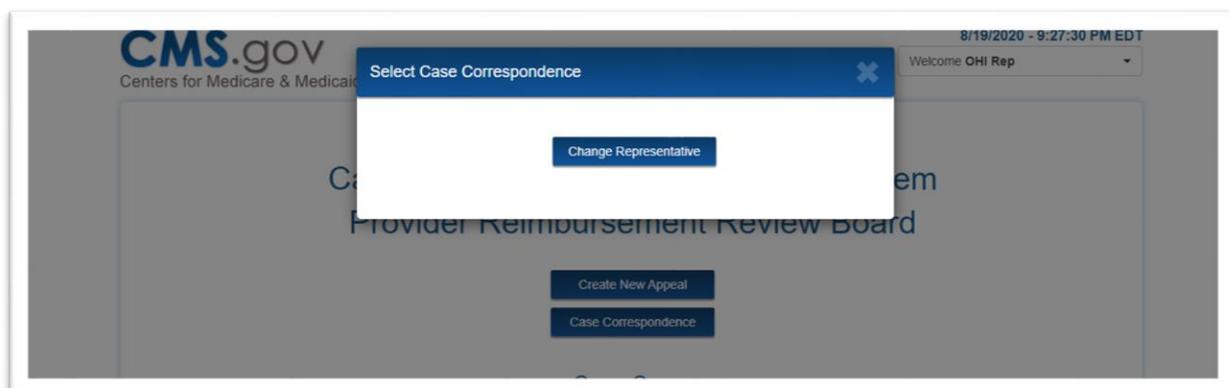


Figure 2: Case Correspondence Button Pop-Up Window

- From the Change Representative page enter the Case Number. If the impacted case is a group appeal, ensure the case number includes the appropriate G or GC suffix.

The screenshot shows the CMS.gov 'Change Representative' page. At the top left is the CMS.gov logo and 'Centers for Medicare & Medicaid Services'. At the top right, it displays the date and time '8/19/2020 - 9:29:24 PM EDT' and a user greeting 'Welcome OHI Rep'. The main heading is 'Change Representative'. Below this, there is a 'Case Number' section with a text input field containing 'Enter Case Number' and a 'Retrieve' button. A note states: 'Note: The case number must be an exact match. For example, a CIRP group case must be entered as XX-XXXXGC.' There is also a 'Cancel' button. Below the main form is a section titled 'The Information System:' with text explaining that the user is accessing a U.S. Government information system and that unauthorized use may result in disciplinary action.

Figure 3: Alternate Change Representative Page – Enter Case Number

- Select the **Retrieve** button to retrieve the Case Name. Ensure the identified case is listed as expected.

The screenshot shows the CMS.gov 'Change Representative' page after the 'Retrieve' button has been clicked. The 'Case Number' field now contains '20-2008GC'. Below it, the 'Case Name' is displayed as 'Test Parent FFY 2019 Issue Test-1 CIRP Group'. There is a section for 'New Representative Information' with a sub-section for 'Representative Organization' containing a text input field with the placeholder 'Start typing Representative Organization'. At the bottom of this section are 'Submit' and 'Cancel' buttons. The rest of the page layout, including the CMS.gov logo and user greeting, remains the same.

Figure 4: Alternate Change Representative Page – Retrieve Case Name

- Start typing the new **Representative Organization** name in the field and select from the predictive drop-down menu. Select a **Representative Contact** from the drop-down

menu that is based on the selected representative organization. The contact's full information will be displayed for reference and confirmation.

Figure 5: Alternate Change Representative Page – Enter Representative Information

6. Select the **Upload** button to attach the new Representation Letter(s). For an individual case there is a single upload. For a group case, a letter must be submitted for each provider participating in the group, so there is a multiple upload option.

Action	Document Type	Document Name
Remove	Representation Letter-1	Test File .docx
Remove	Representation Letter-2	Test File .docx

Figure 6: Alternate Change Representative Page – Upload Representative Letter(s)

7. Select the **Submit** button. While a traditional change of representative request is effective immediately, this alternative method is subject to further review of the supporting representation letter(s) by the Office of Hearings.