Enterprise Appeals Solution (EAS)

Purpose

The Enterprise Appeals Solution (EAS) project is creating a new system to improve the way administrative appeals are tracked and processed at DHS. The new appeals system is an integral part of the effort to modernize information technology throughout the state of Minnesota. Since June 2017, the EAS project team has been planning, designing, building and testing the new system.

Significance

The new system will eliminate the need for agencies to maintain multiple databases for tracking appeals, as well as eliminate the dependency on a manual paper-based process. The direct access to information and user-friendly tools will help agencies streamline their processes and increase efficiencies.

Who benefits

The new Enterprise Appeals Solution will allow agency representatives and appellants to access their appeal information and documents online. Parties also will be able to make requests, submit documents, and receive notices, decisions and other correspondence electronically.

Program area

All agency users who participate in the Department of Human Services administrative hearing process have the option to use the EAS, which will streamline their process.

The new process is for appeals made pursuant to Minnesota Statutes, sections 256.045 through 256.046, and Minnesota Rules, part 7700.0105, affecting public programs for cash assistance, food programs, social services and health care, along with administrative maltreatment and disqualification determinations. The EAS will not be used for appeals under the authority of other agencies, such as the Office of Administrative Hearings (OAH), or under the jurisdiction of another venue, such as district court; the EAS will only be used for appeals heard by the Appeals Division of DHS.

Programs supported

EAS will be used for all types of appeals including:

- Cash and food assistance
- Health care issues (eligibility, claims, prior authorization, personal care assistance and MnChoices assessments)

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Who uses it

The new Enterprise Appeals Solution (EAS) will assist thousands of state, county and tribal staff with their appeals work. Some of the agency roles that will be using EAS include:

- Financial workers
- Health care staff
- Social workers
- Attorneys
- Appeals representatives
- Managed care organizations

Planning

EAS will be live in mid-September 2018 and available for use with select county and state staff for an October 2018 phased rollout. Following the rollout, full implementation will be available for all other users. Training notifications will begin distribution in early September according to targeted user roles.

Contacts

Contact dhs.appealsupport@state.mn.us for more information.

For accessible formats of this information or assistance with additional equal access to human services, write to dhs.info@state.mn.us, call 651-431-2911, or use your preferred relay service. ADA1 (1-18)