

NUMBER

#18-85-02

DATE

August 30, 2018

OF INTEREST TO

County Directors

Social Services Supervisors and
Staff

Managed Care Organizations

DHS Appeals Representatives

Financial Workers

Health Care Staff

Tribal Representatives

ACTION/DUE DATEPlease read information and
prepare for implementation**EXPIRATION DATE**

August 30, 2020

Enterprise Appeals System (EAS)

TOPIC

Implementation of Enterprise Appeals Solution (EAS).

PURPOSE

Describes the new Enterprise Appeals Solution to be used by Appeals staff and respondents, as well as, attorneys, appeals representatives, and managed care organizations.

CONTACT

If you have questions regarding the Enterprise Appeals Solution (EAS) contact:

Alycia Jacobson at (651) 431-3615 or dhs.appealsupport@state.mn.us**SIGNED**INTA M. SELLARS
Director, Appeals Division**TERMINOLOGY NOTICE**

The terminology used to describe people we serve has changed over time. The Minnesota Department of Human Services (DHS) supports the use of "People First" language.

I. Enterprise Appeals Solution (EAS) Background

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 process to modernize IT throughout the State of Minnesota. Since June of 2017, the EAS project team has been planning, designing, building and testing the new system.

A. Who Will Use the Solution

The system will allow agency representatives and appellants to access their appeals information and documents online. Parties will also be able to make requests, submit documents, and receive notices, decisions and other correspondence electronically. The new system will eliminate the need for multiple databases for tracking appeals, as well as eliminate the dependency on a manual paper-based process.

B. What Programs are Affected

The Appeals process will not change; the new solution 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.

II. Training and Rollout Dates

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

Americans with Disabilities Act (ADA) Advisory

This information is available in accessible formats for people with disabilities by calling (651) 431-3040 (voice) or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA coordinator.