



# Georgia Department of Community Health (DCH)

## Overpayment Recovery Program

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**GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH**

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## DCH Overpayment Recovery Program

Section 1902(a) (25) of the Social Security Act allows State agencies to administer their Medicaid program and to monitor the integrity of payments made to Medicaid

providers. The Georgia Department of Community Health (DCH) has retained Health Management Systems, Inc. (HMS) as a contractor to conduct periodic reviews of claims paid by DCH for health care services rendered to Medicaid members. The objective of the program is to identify and recover payments made to Medicaid providers that do not meet state and federal requirements. Audits, include coding validation, payment accuracy, compliance with state and federal regulations, policies, contractual requirements, and utilization standards.

This website provides information relevant to the work to be completed by HMS on behalf of DCH for the Program It is intended to support the State in achieving its mission to reduce improper Medicaid payments and to support providers with education and resources.

For state and federal statutes and regulations, refer to the following links and citations which further outline DCH's authority and provider responsibilities with regards to service delivery, billing, and reimbursement in the Georgia Medicaid Program:

**Georgia Program Rules:**

[DCH Program Rules](#)

**Fee Schedules:**

[Fee for Service | Georgia Department of Community Health](#)

**Code of Federal Regulations:**

42 CFR Part 455, Subpart F

[eCFR :: 42 CFR Part 455 -- Program Integrity: Medicaid](#)

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## Resources

- HMS Provider Portal: [HTTPS://HMSPORTAL.HMS.COM](https://hmsportal.hms.com)
- HMS Provider Portal Training guide (PDF)

## Informational Documentation

- [Program Overview Presentation \(PowerPoint\)](#)
- [HMS Provider Portal—New Users Click Here](#)

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## Medical Record Submission

- Medical records must be received within fourteen (14) calendar days of the date of the Medical Record Request Letter.

## Electronic Submission

- HMS prefers medical records be submitted electronically through the [Provider Portal](#). Site for the provider portal is: <https://hmsportal.hms.com/> and follow the User Registration instructions.

## Mailing in Medical Records

- Providers may mail in hard copies of medical files.
- Please mail records along with a copy of the Records Request List, highlighting the corresponding claim number (s) to the address below:

HMS  
5615 Highpoint Dr.  
Mail Stop #200 – GA  
Irving, TX 75038

## SFTP

- Providers may also request a Secure File Transfer Protocol (SFTP) be set up for delivering electronic medical records.
- Email for SFTP submission is: [GoGreen@gainwelltechnologies.com](mailto:GoGreen@gainwelltechnologies.com).
- Please contact HMS Provider Relations with any SFTP requests at 1-855-287-1682.

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## Administrative Review

- Providers may request a review of findings in writing.
- Disputes must be received within thirty (30) calendar days of the date of the Preliminary Findings Letter.
- Submission Options:
  - Electronic (preferred method):
    - HMS Provider Portal
      - <https://hmsportal.hms.com/>

- Secure File Transfer Protocol (SFTP)
  - For instructions to set up SFTP, please contact HMS via email at [GoGreen@gainwelltechnologies.com](mailto:GoGreen@gainwelltechnologies.com) or call 1-855-287-1682.
- Mail Hardcopy:

HMS  
5615 High Point Dr.  
Mail Stop #200 - GA  
Irving, TX 75038

# Appeal Process

- Providers may request an appeal if they do not agree with HMS's Administrative Review Uphold letter.
- Formal Appeal must be received within fifteen (15) calendar days of the date of the Administrative Review letter.
- Send a copy of the Administrative Review Uphold letter and Audit Detail page to request an Administrative Law Judge hearing (ALJ) to:
  - Mail Hardcopy:

Georgia Department of Community Health  
Office of Legal Services  
2 Martin Luther King Jr. Drive SE  
East Tower, 18th Floor  
Atlanta, Georgia 30334

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## Contact Information

Provider Services is available Monday-Friday 9:00 a.m. to 8:00 p.m.  
Eastern Time at 1- 844-512-2678

Inquiry Type	Appropriate Contact	Contact Information
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Questions about HMS Provider Portal	HMS Provider Services	1- 844-512-2678
Address updates	HMS Provider Services	1- 844-512-2678
Audit Status Questions	HMS Provider Services	1- 844-512-2678
Administrative Review Request	HMS Provider Services	HMS 5615 Highpoint Dr. Mail Stop #200 - GA Irving, Texas 75038
Appeal Request	HMS Provider Services	1- 844-512-2678