



New Jersey Independent Health Care Appeals Program

Maximus Portal User Guide – Carrier

13 May 2022

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Introduction

This user reference guide describes the Maximus Portal for the New Jersey Independent Health Care Appeals Program and the appeal process. In addition, the guide includes specific steps required for a user to access the portal and respond to an external appeal.



Maximus New Jersey IHCAP Portal Environment

NJ IHCAP Portal

Maximus serves as an independent utilization review organization (IURO) for the New Jersey Independent Health Care Appeals Program ("NJ IHCAP").

NJ IHCAP is an external review program intended for the purpose of reviewing adverse utilization management (UM)/benefit determinations made by carriers. As defined in N.J.A.C. 11:24-1.2 and 11:24A-1.2. "Adverse benefit determination" means a denial, reduction or termination of, or a failure to make payment (in whole or in part) for, a benefit, including a denial, reduction or termination of, or a failure to provide or make payment (in whole or in part) for, a benefit resulting from application of any utilization review, denial of a request for an in-plan exception, as well as a failure to cover an item or service for which benefits are otherwise provided because the HMO determines the item or service to be experimental or investigational, cosmetic, dental rather than medical, excluded as a pre-existing condition or because the HMO has rescinded the coverage.

A covered person (or the provider, with the consent of the covered person) may file an external appeal with Maximus. If the appeal is accepted for "full review", Maximus will determine whether an individual has been inappropriately denied medically necessary covered services by the carrier.

For more information on the program and eligibility, go to the State of New Jersey Department of Banking and Insurance website for the Independent Health Care Appeals Program: [Independent Health Care Appeals Program \(nj.gov\)](https://www.nj.gov/treasury/banking/ihcap/)

Purpose of the portal

The Maximus Portal for NJ IHCAP allows a covered person or a provider, with the covered person's consent, to file an external appeal with Maximus electronically. A carrier can login to view cases in which they are involved and provide a response.

Users of the portal

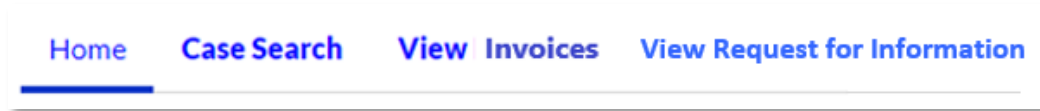
This portal may be used by the:

- Covered person or a relative
- Health care provider or an advocate (with consent of the covered person)
- Carrier

Portal Navigation

Main Tabs

The tab items enable you to access the main pages in the portal. The pages display the information for external appeals which have been filed with Maximus.



Tab	Description
Home	Displays the home page which includes information on open requests for information and different case lists.
Case Search	From this page, a user can access the Search for Cases function and enter specific criteria to filter cases.
View Invoices	Displays the available invoices and invoices status. Users will also be able to pay online.
View Request for Information	Displays open and overdue requests for information from Maximus.

Home Page

Request for Information

This section displays all open requests for information.

Request for Information			
RFI Number	Appeal Case Number	RFI Due Date	Status
RFI-0812	NI21-00030	2021-12-16	Open

[View All](#)

Menu Item	Description
RFI Number	Number assigned to the request for information. Click on the number to display details of the request for information and to respond.
Appeal Case Number	The Maximus case number assigned to the appeal after the appeal has been submitted. Click the number to display the case information (Case Detail page).
RFI Due Date	Date a response is due to Maximus
Status	The status of the request for information: <ul style="list-style-type: none"> Open – the request is pending a response from the user.

Cases

This section of the home page lists the cases for which the health insurance carrier is named in an external appeal. There are two (2) case list views:

- **Open Cases** – this list view displays all appeals submitted to Maximus that have not yet been decided.
- **Recently Closed Cases** – this list view displays cases decided within the last 30 days. These cases will remain on this list until 30 days after invoice payment.

NOTE

These lists only display the first six (6) cases. To view more cases, click on **View All**.

To search for a case, click **Case Search** in the menu bar, then **Search for Cases**

Open Cases					
Appeal Case Number	Priority	Member Name	Initiating Party	Date/Time Submitted	Due Date
NI21-00016	Standard	Laurence Ellis	Margie Martel	2021-11-15 16:02	2021-12-30
NI21-00017	Expedited	Robert Garcia	Margie Martel	2021-11-15 16:06	2021-11-17
NI21-00018	Standard	Jerry Smith	Margie Martel	2021-11-16 14:41	2021-12-03
NI21-00053	Standard	Megan Friedlander	Margie Martel	2021-12-05 15:12	2022-01-19

[View All](#)

Recently Closed Cases						
Appeal Case Number	Priority	Member Name	Initiating Party	Date/Time Submitted	Due Date	Decision
NI21-00050	Standard	Faustina Sheffer	Margie Martel	2021-12-02 17:49	2022-01-16	Uphold

[View All](#)

The following table describes the information in the Cases section:

Menu Item	Description
Appeal Case Number	The case number assigned to the appeal after the appeal has been submitted. Click the number to display the case information (Case Detail page).
Priority	Priority assigned to case: <ul style="list-style-type: none">• Standard – review timeframe is 45 calendar days.• Expedited – review timeframe is 48 hours.
Member Name	Name of covered person for whom an appeal has been submitted.
Initiating Party	Name of individual who filed the appeal.
Date/Time Submitted	Date and time the external appeal was submitted to Maximus.
Due Date	Date a determination in the case is due from Maximus.
Decision	The Maximus determination in the case.

Electronic Appeal Process

Register for a Portal Account

To view and respond to an external appeal on the portal, a user must submit a request for registration before being granted access to the portal. You may skip this step if you have been pre-registered by Maximus.

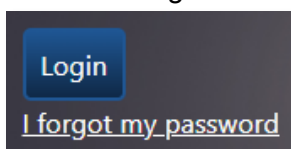
- Health plan users should reach out to Maximus via email, stateappealseast@maximus.com, to request a user account for the portal.
- After your registration request has been processed by Maximus, the user will receive an email to finish setting up the portal account.
- To access the portal for the first time, click on the link in the registration email and follow the prompts to set up a password.
- Verification codes for two factor authentication will be sent to the registered email address.

Access the Maximus Portal for the NJ IHCAP

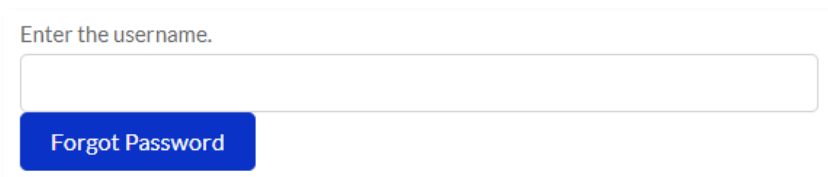
1. In your browser, access <https://njihcap.maximus.com/>.
2. In the **User ID** field, type the *email address* you used to register.
3. In the **Password field**, type the *password* you entered when you set-up your account.
4. Click **Login**.
5. You may be asked to enter a **verification code** (sent to your email).

Forgot my password

1. In your browser, access <https://njihcap.maximus.com/>.
2. Under the Login button, click **I forgot my password**.



3. Enter your username (the email you used to register for an account) and click **Forgot Password**.

A screenshot of a web form. At the top, it says "Enter the username." in a light grey font. Below this is a white text input field with a thin grey border. Underneath the input field is a blue button with the text "Forgot Password" in white.

4. You will receive an email to reset your password. Follow the instructions in the email.

Case Search

View Case Details

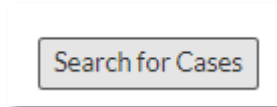
To view the details of a submitted appeal, you can click on the Appeal Case Number link on the home page or perform a case search.

1. On the home page, click the case number link in the **Appeal Case Number** column.
2. A new page opens, **Case Details**
3. You can review the information submitted with the appeal and download documents.



On the **Case Search** page, users can search for specific cases by providing search criteria. A carrier will only be able to search for cases in which the carrier is named in the external appeal request.

1. Click the **Case Search** tab.
2. Click the **Search for Cases** button.



3. Complete the field(s) on which to base the search.
4. Click **Search**.
5. In the **Appeal Case Number** column, click the case number link. The **Case Details** page is displayed.

Case Decisions

Once a determination has been made on your case, you will receive an email.

You can retrieve the letter (e.g., preliminary review letter, determination letter) from the **Documents** section on the Case Details page.


[Case Details](#)

[Help](#)

Search for Cases

- > Case Summary
- > Dispute Information
- > Member Information
- > Initiating Party Information
- > Insurance Information
- ▼ Documents

List of Uploaded Document(s)

Attach... ▼	Type ▼	Descrip... ▼	Upload ... ▼	Create... ▼	
NJ prelim accepted.doc	Acceptance Letter	Preliminary Review Letter	Nov 15, 2021		

View Invoices

On this page, users will be able to see billed invoices and invoice status. Users will also be able to remit payment online. Only the first 6 invoices will display. To view more, click on **View All**. Invoices are billed monthly and may include multiple cases assigned to one invoice.

The following table describes the information in the View Invoices section:

Menu Item	Description
Invoice Number	The unique number assigned to the invoice. Click the number to display the invoice information.
Number of Cases	The number of cases included on the invoice.
Invoice Date	The date the invoice was created.
Due Date	The date invoice payment is due.
Fee Type	The type of fee billed: <ul style="list-style-type: none"> • A preliminary review fee is billed if the case is deemed ineligible for full review. • A review fee is billed if an appeal is deemed eligible for review and a full review is completed.
Transaction Type	The type of transaction: invoice bill or refund.
Amount	The amount due.
Payment Date	The date payment was made to Maximus.
Status	The payment status of the bill (e.g., Billed, Paid, Refunded).
Action	The Pay link will allow a user to remit payment online.

Pay Online

After you click **Pay** in the Action column or on the **Invoice Number**, you will be able to view the invoice, print the invoice and pay online.

When you click **Pay Online**, you will be directed to our secure payment portal.

View Request for Information

Respond to an external appeal

Maximus will issue a request for information via the portal to allow a carrier to respond to an external appeal. You'll receive an email notification.

View and Respond to Request for Information

You may access requests for information from the home page or the **View Request for Information** page.

On the **View Request for Information** page, the requests for information are sorted into three list views:

- **My Open Tasks** – open requests for information.
- **My Overdue Tasks** – overdue requests for information.
- **Recently Viewed** – requests for information you recently viewed.

To view the details of the request for information:

1. Click the *RFI number link* in the **RFI Number** column for the case you wish to view.

Request for Information
RFI Number
RFI-0804
RFI-0809

Request for Information
My Open Tasks ▼

2 items • Sorted by RFI • Filtered by All request for information - Status

	RFI ↑	
1	RFI-0804	
2	RFI-0809	

2. The RFI details are displayed.
3. Respond to the request and if applicable upload documents. You may upload multiple files. If you are unable to upload a file, contact Maximus at (888) 866-6205 or stateappealseast@maximus.com for assistance. Do NOT send protected health information (PHI) via email.
4. Click **Submit** to submit your response to Maximus.
5. Click **Close** to exit this page without submitting a response.

NOTE

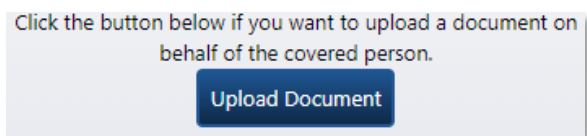
For **expedited** cases, pay attention to the time due for the response.

Upload Documents

There are two ways a to upload documents for a case:

- In response to a [Request for Information](#).
- The Upload Document button on the main home page (<https://njihcap.maximus.com>).

1. Navigate to the Maximus Portal for NJ IHCAP main home page(<https://njihcap.maximus.com>)
2. Click on the **Upload Document** button



3. Enter the **Maximus Case Number**.
4. Enter either the **Member's Date of Birth** or the **First 3 letters for the Member's last name**.
5. Enter the name of the individual who is uploading the document.
6. Select a **Document Type**.
7. Click **Choose File** and browse to select the file you wish to upload.
8. Click **Submit**.
9. Repeat the steps above to upload additional documents.