

**Office of Inspector General
Deadline Extensions during COVID-19**

OIG Action	Recipient of Request	Type of Request/Action	Current Deadline	Extended Deadline Until Further Notice
Data Request	MCOs/DMOs	Request for encounters or claims data	5 days	<ul style="list-style-type: none"> • For any NEW requests that are sent out the deadline will be 30 calendar days Update: Effective June 1, 2020 for any NEW requests the deadline will be 10 business days. • For any PENDING requests with a due date after March 18, 2020 the due date is extended to April 1st. • No additional liquidated damages will be assessed from March 1st to April 1st for any requests that are past the due date and are either untimely or inaccurate. OIG will allow for extensions for these requests to April 1st and will reassess as needed.
Audit	MCOs/DMOs Providers	Information Request	Varies	<ul style="list-style-type: none"> • Update: Effective June 25, 2020 management responses – 2 weeks • Deadlines that are normally 1-2 weeks will now be 30 days. Update: Effective June 25, 2020 deadlines will be 3 weeks. • Deadlines that are more than 2 weeks will have an additional 30 days.

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				<p>Update: Effective June 25, 2020 deadlines will be 30 days.</p> <ul style="list-style-type: none"> Follow up questions, interview requests, and testing support will be addressed on a case by case basis.
Nursing Facility Utilization Review	Nursing Facilities	Deadline to request reconsideration following exit interview with adverse findings	15 days from date of exit interview	Deadline for a request for a reconsideration will be extended to 45 days. Update: Effective June 25, 2020, the deadline for a request for a reconsideration is 15 days from the date of exit interview. Exceptions to this will be considered on a case-by-case basis.
		Deadline to request formal appeal to HHSC	15 days from date on letter denying request for reconsideration	HHSC Medicaid and CHIP Services Department is responsible for these appeals. Please contact HHSC for any extension requests.
Hospital Utilization Review	Hospitals	Deadline to supply records	30 days from date on letter requesting records	Deadline for record requests is extended to 60 days from the date on the record request letter. Update: Effective June 25, 2020, the deadline to supply requested records is 30 days from date on letter requesting records. Exceptions to this will be considered on a case-by-case basis.
		Deadline to supply complete records	60 days from date on technical denial letter	Deadline for record requests is extended to 90 days from the date on the technical denial letter. Update: Effective June 25, 2020, the deadline for supplying records

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		following preliminary technical denial letter		following the receipt of a technical denial letter is 60 days from date on technical denial letter. Exceptions to this will be considered on a case-by-case basis.
		Deadline to request appeal	120 days after date on letter containing adverse determination	Deadline for a request to appeal an adverse determination will remain 120 days. Update: Effective June 25, 2020, exceptions to this will be considered on a case-by-case basis.
Recovery Audit Contractor	Hospitals Providers	Deadline to supply records	30 days from the date on the record request	Deadline for record requests is extended to 60 days from the date on the record request. Update: Effective June 25, 2020, the deadline to supply records will be 30 days from the date on the record request. Exceptions to this will be based on a case-by-case basis.
		Deadline to supply records following receipt of preliminary technical denial letter	30 days from the date on the preliminary technical denial letter	Deadline for record requests is extended to 60 days from the date on the preliminary technical denial letter. Update: Effective June 25, 2020, the deadline for record requests will be 30 days from the date on the preliminary technical denial letter. Exceptions to this will be based on a case-by-case basis.
		Deadline to appeal an adverse determination	30 days from date on the adverse determination letter	Deadline for a request to appeal an adverse determination is extended to 60 days. Update: Effective June 25, 2020, the deadline for a request to appeal an adverse

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				determination will be 30 days. Exceptions to this will be based on a case-by-case basis.
		Deadline to file a second level appeal	120 days from the date on the letter denying the first appeal	HHSC Medicaid and CHIP Services Department is responsible for these appeals. Please contact HHSC for any extension requests.
Acute Care Utilization Reviews	Providers	Deadline to supply records	30 days from date on letter requesting records	Deadline for record requests is extended to 60 days from the date on the record request letter. Update: Effective June 25, 2020, the deadline for record requests will be 30 days from date on letter requesting records. Exceptions to this will be based on a case-by-case basis.
		Deadline to supply complete records following preliminary technical denial letter	30 days from date on the technical denial letter	Deadline for record requests is extended to 60 days from the date on the preliminary technical denial letter. Update: Effective June 25, 2020, the deadline for record requests will be 30 days from date on the technical denial letter. Exceptions to this will be based on a case-by-case basis.
		Deadline to request appeal	120 days from date on notice of adverse determination	Deadline for a request to appeal an adverse determination will remain 120 days. Update: Effective June 25, 2020 exceptions to this will be considered on a case-by-case basis.

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		Deadline to request 2 nd level appeal	120 days after date on notice denying 1 st appeal	Deadline for a request to appeal a second level appeal will remain 120 days. Update: Effective June 25, 2020 exceptions to this will be considered on a case-by-case basis.
Medicaid Provider Investigations	MCOs/DMOs	Information or record requests	5 days for MCO information requests	Deadline for MCO/DMO requests is extended to 30 days. Update: Effective June 25, 2020, the deadline for MCO/DMO requests will be 15 days.
Benefit Program Integrity and Electronic Benefit Trafficking Investigations	Employers, banks, schools and other institutions	Administrative Subpoenas	10-24 days	Deadline for complying with administrative subpoenas may be extended up to 30 additional days. Update: Effective June 25, 2020 exceptions to this will be considered on a case-by-case basis.
Inspections	MCOs/DMOS State Agencies Providers	Information and Record Requests	10 days	Deadline for inspections information requests will be extended by an additional 30 days. Update: Effective June 25, 2020 deadline will be extended to 30 days.
WIC Invoice Audits	WIC Retailers	Data Requests	60 days	Deadlines for documentation relating to WIC Invoice audits remains 60 days.

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Medicaid Estate Recovery Program (MERP)	Estate Heirs	Hardship Waiver Applications	60 days of receipt of Notice of Intent to File a Claim (NOI)	Deadline for receipt of hardship waiver application will be extended to 90 days.
		Request for additional hardship waiver documentation	15 business days from the date of the letter requesting additional information	Deadline for receipt of hardship waiver documentation will be extended to 45 days.
		Deductions (Required documentation such as home maintenance and cost of care)	60 days of receipt of Notice of Intent to File a Claim (NOI)	Deadline for receipt of deductions will be extended to 90 days.
		Request for additional documentation regarding Exemptions	30 days from the date of the letter requesting additional documentation	Deadline for receipt of exemption documentation will be extended to 60 days.