

**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. 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"> Deadlines that are normally 1-2 weeks will now be 30 days. Deadlines that are more than 2 weeks will have an additional 30 days. 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.

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		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.
		Deadline to supply complete records following preliminary technical denial letter	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.
		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.
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.
		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.

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		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.
		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.
		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.
		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.
		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.
Medicaid Provider Investigations	MCOs/DMOs	Information or record requests	5 days for MCO information requests	Deadline for MCO/DMO requests are extended to 30 days.

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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.
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.
WIC Invoice Audits	WIC Retailers	Data Requests	60 days	Deadlines for documentation relating to WIC Invoice audits remains 60 days.
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.

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		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.