

QHIO Application Determination Appeal Process

September 2023

Introduction

Organizations interested in serving as a Qualified Health Information Organization (QHIO) in the California Health & Human Services Agency (CalHHS) Data Exchange Framework (DxF) are required to submit an application to CalHHS Center for Data Insights and Innovation (CDII). CDII will evaluate each application received and following this evaluation, CDII will issue a determination. Applicants that do not qualify to serve as a QHIO will be notified by CDII and provided a summary of this determination. Applicants may appeal CDII's determination through the following process.

Appeals Process

1. Intent to Appeal

- Once CDII notifies an applicant of its determination that the applicant is not qualified, if the applicant wishes to appeal the determination, the applicant **must** notify CDII of their intent to appeal the determination **within three business days**. For example, if CDII notifies HIO X of an unsuccessful application on Tuesday, September 26, 2023, HIO X must notify CDII of their intent to appeal by 5:00pm PT on Friday, September 29, 2023.
- This intent to appeal **must** be sent as an email message to cdii@chhs.ca.gov. The email subject should read "QHIO Intent to Appeal" followed by the name or common acronym of the applicant. The content of the email may simply state that the applicant intends to appeal the determination.
- CDII will reply via email to confirm receipt of the applicant's "intent to appeal." If an applicant does not receive this email acknowledgment from CDII within four (4) business hours, based on an 8:00am to 5:00pm business day, the applicant is encouraged to reach out to CDII to confirm receipt.

2. Appeal Submission

- Next, the appellant must submit a QHIO Application Determination Appeal Form. This Appeal Form will detail the basis for the appeal. The form will be sent to the applicant as a pdf attachment in CDII's Notice of Determination email. The form may also be found on CDII's DxF [webpage](#) under the Qualified Health Information Organization Program section.
- Once this form is completed, the applicant must email the form to cdii@chhs.ca.gov. In the subject line, enter "QHIO Application Determination Appeal" followed by the name or common acronym of the applicant. The form must be sent **within ten (10) business days of the date the applicant was first notified by CDII of its determination**. In the example above, HIO X must submit their Appeal Form by 5:00pm PT on Tuesday, October 10, 2023.

- The Appeal Form requests the following details:
 - Organization name
 - The primary point of contact for this appeal
 - The authorized representative who signed the application's attestations
 - Date applicant was notified of CDII's determination
 - Date of applicant's appeal submission
 - Summary of why CDII's determination should be reconsidered for each question identified in CDII's notice of determination. Please limit the response to 500 words per question identified in CDII's determination. Appellants should only address issues related to their failure to qualify.
 - CDII's notice of determination may include a verification of attestation for one or more application question responses. Verification will only be included in the notice of determination if verification was activated for other applicants in the same application window.

NOTE: All information collected by CDII as part of QHIO Appeals are public records subject to the California Public Records Act. Please do not submit confidential or sensitive information.

3. Appeal Review

- CDII will reply via email to confirm receipt of the applicant's appeal. If an applicant does not receive this email acknowledgment from CDII within four business hours, based on an 8:00am to 5:00pm business day, the applicant is encouraged to reach out to CDII to confirm receipt.
- CDII will review each appeal following receipt of the Appeal Form. Following this review, CDII will notify the appellant via email of the appeal determination. If the appeal is successful, the appellant will be qualified as a QHIO. If the appeal is not successful, the appellant will not be qualified as a QHIO in this cohort and may apply again during a future QHIO application cycle.