

**COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF HEALTH AND HUMAN
SERVICES**



**Department of Public Health
Bureau of Substance Addiction Services
Electronic Licensing System**

**Program Licensing Involuntary Termination Appeals
User Manual**

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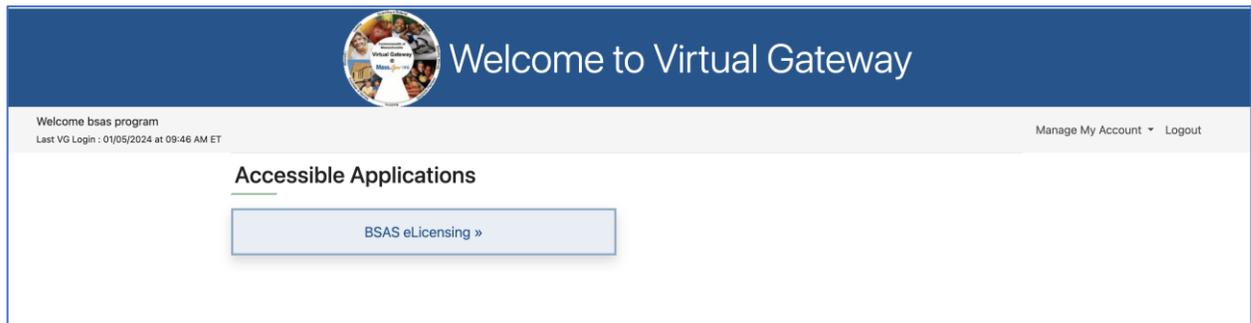
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1. Accessing BSAS eLicensing

Log in to the Virtual Gateway. If you do not have an account, contact Alex Kearns, Special Projects Coordinator for the Bureau of Substance Addiction Services (BSAS) at Alex.Kearns@mass.gov for instructions on how to create a Virtual Gateway account.

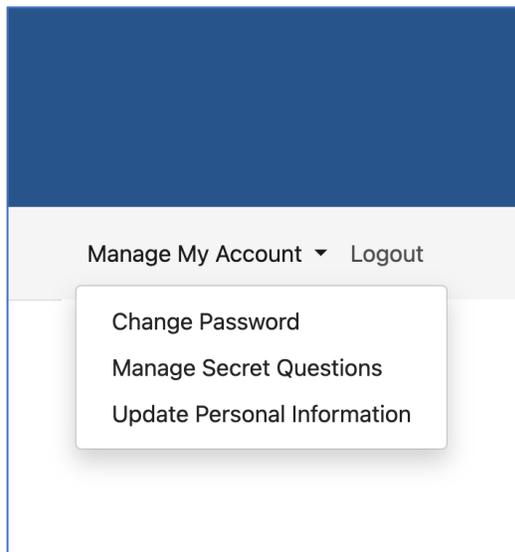
Go to BSAS eLicensing

To proceed to the BSAS eLicensing system, click on the BSAS eLicensing Link shown in the figure below:



Managing your Virtual Gateway Account

Once you log in to the Virtual Gateway you can manage your account using the link on the right side of the page under the Manage My Account section as shown below.



Virtual Gateway Account Secret Questions

If you have not done so you should provide answers to your secret questions by clicking the Answer My Secret Questions link. **Please note** that you will not be able to use the Forgot Password feature if you have not provided answers to your secret questions. You will be asked to provide answers to five out of seven secret questions. Once you have provided the answers click on the Submit button.

Answer Secret Question

At least 5 secret questions must be answered. These questions will be used if you forget your password or need to change it.

What was your first pet's name?

What is the name of your elementary school?

What was your high school mascot?

What was the color of your first car?

What was the make of your first car?

What was the name of your first grade teacher?

What is your father's middle name?

Submit

Cancel

Update Virtual Gateway Account Email

If your email address has changed make sure to update it by clicking on the Update My Personal Information link. It is important to update your email if it has changed so you will still be able to receive temporary password emails when you use the Forgot Password feature on your account.

Update your email address and click Submit.

Update Profile

First Name :

Middle Initial :

(optional)

Last Name :

PIN :

Birth Date (Month/Day) :

Email

Phone Number:

(optional)

2. Program Menu

Note: External users can access the Involuntary Termination Appeals functionality in BSAS eLicensing after they have been granted access to the 'BSAS Program Appeal Staff Role' role for their program.

OTP Program Directors should request that their Agency's Virtual Gateway Access Administrator (VG AA) add the 'BSAS_Program_Appeal_Staff' role to their existing role and request access for additional staff identified by the program director who works on patient appeals. The BSAS Provider URF is available here: [User Request Forms | Mass.gov](#) If you or your Agency's VG AA have questions, please contact Alex.Kearns@mass.gov for assistance.

Below is the External program menu showing the Appeals card, when the user clicks 'Select', the user is taken to the Appeals View page. The page lists all the Appeals submitted to the program.

The screenshot shows the 'Bureau of Substance Addiction Services Licensing System' interface. At the top, it says 'Mass.gov' and 'Bureau of Substance Addiction Services Licensing System'. Below that is a breadcrumb trail: 'Home > Programs > Gosnold Counseling Center'. A welcome message for 'John Smith' is followed by a notice about a license expiration on Jan 2, 2020, and a notice about a pending application from Feb 5, 2020. The main content area contains six cards, each with a 'SELECT' button:

- OPEN DCOS:** Click here to respond to pending Deficiency Correction Orders for your program.
- CLOSED DCOS:** Click here to view closed Deficiency Correction Orders for your program.
- INVOLUNTARY TERMINATION APPEALS:** Click here to view your program's open and closed appeals.
- PROGRAM CONTRACT ACTION ITEMS:** Click here to respond to pending action items and view action item history for your program's contracted services.
- FAX SUPPORTING DOCUMENTS:** Click here to print fax cover sheet to use when faxing supporting documents to the Bureau of Substance Addiction Services.
- UPLOAD SUPPORTING DOCUMENTS:** Click here to upload supporting documents to the Bureau of Substance Addiction Services Licensing System.

3. Open Appeals

Upon receipt of an appeal from the patient, BSAS will create the appeal record in BSAS eLicensing. A system-generated email notification will be sent to the program director and other staff with the program appeal staff role that an appeal has been opened. The email will indicate the Appeal ID#, Appeal Type (Emergency/Non-Emergency), Program Name, documents to be submitted by the program, and if a medically supervised hold is required. To view the details of the appeal including the patient's name (or patient ID#), users must log into BSAS eLicensing in the Virtual Gateway and click on the Appeals card from the main menu (see screenshot above.) The program director or staff with access to appeals must log in to view the patient associated with the open appeal and to view how the program should respond to the open appeal.

a) Program response required

Open Appeals with a response due from the Program to BSAS will be labeled 'Response is due to BSAS'. To respond, users may click the 'Update Response' button to submit their response to BSAS. Users have the option to upload their responses. The screenshots below display Emergency and Non-Emergency appeals in the 'Response is Due to BSAS' status and the 'Update Response' button.

Emergency Appeal

Home > Programs > Answer House > Appeals

Involuntary Termination Appeals

The list below contains all the Involuntary Termination Appeal(s) issued to your program by BSAS.

To respond to a an Appeal click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button below.

Please read the specific instruction for each Involuntary Termination Appeal.

Emergency Appeal | Response is Due to BSAS

Your response is required for the Involuntary Termination Appeal issued to your program.

To respond to a an Appeal click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button.

Appeal Id: 101
Appeal Type: Emergency
Date Received: Jul 24, 2023
Decision Date:
Patient Id: OUEUR
Discharge Reasons: Option 1
Option 2
Option 3

UPDATE RESPONSE

Non-Emergency Appeal

Home > Programs > Answer House > Appeals

Involuntary Termination Appeals

The list below contains all the Involuntary Termination Appeal(s) issued to your program by BSAS.

To respond to a an Appeal click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button below.

Please read the specific instruction for each Involuntary Termination Appeal.

Non Emergency Appeal | Response is Due to BSAS

Your response is required for the Involuntary Termination Appeal issued to your program.

To respond to a an Appeal click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button.

Appeal Id: 125
Appeal Type: Non Emergency
Date Received: Feb 09, 2024
Decision Date:
Patient Id: 23455
Discharge Reasons: Physical Altercation

UPDATE RESPONSE

b) Program response Upload Documents

After clicking 'Update Response' the system displays the page to submit the response to BSAS. Users may upload documents requested by BSAS by selecting the Document Type and a file and clicking Upload. We recommend uploading PDFs. Once documents are uploaded, the user can click "Submit Response to BSAS". Successfully uploaded documents will be displayed in the uploaded document section of the page. The screenshots below show the document upload form for Emergency and Non-Emergency appeals.

Emergency Appeal

Appeal Id: 81
Appeal Type: Emergency
Date Received: Nov 03, 2023
Patient Name: Test Test
Discharge Reasons: Physical Altercation
Program Response Information:

Upload Required Documents

Select the document type: -- Select Document Type --

Select the file to upload: Choose File No file chosen Upload

Uploaded Documents

Uploaded Document	Document Type	Menu
Test Document.pdf	Program Appeal Documents	Delete

SUBMIT RESPONSE TO BSAS GO BACK TO APPEALS LIST

Non-Emergency Appeal

Home > Programs > Answer House > Appeals List Page > Respond to Appeal

Respond to Appeal

Please upload the relevant documents related to this appeal. After uploading the document(s), to submit your response to BSAS, click on Submit Response to BSAS.

Appeal Id: 125
Appeal Type: Non Emergency
Date Received: Feb 09, 2024
Patient Id: 23455
Discharge Reasons: Physical Altercation
Program Response Information:

Upload Required Documents

Select the document type: -- Select Document Type --

Select the file to upload: Choose File No file chosen Upload

Uploaded Documents

Uploaded Document	Document Type	Menu
Test Document.docx	Program Appeal Documents	Delete

SUBMIT RESPONSE TO BSAS GO BACK TO APPEALS LIST

c) Response Submitted

After the response is submitted to BSAS, the status changes to “Response submitted to BSAS” and displays the date submitted. Users can still upload additional documents until BSAS starts to review the appeal and marks All Documentation Received. The screenshots below show Emergency and Non-Emergency appeals whose responses are submitted to BSAS.

Emergency Appeal

Home > Programs > Answer House > Appeals

Involuntary Termination Appeals

The list below contains all the Involuntary Termination Appeal(s) issued to your program by BSAS.

To respond to an Appeal click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button below.

Please read the specific instruction for each Involuntary Termination Appeal.

Emergency Appeal | Response Submitted to BSAS | Date of Submission : Jul 24, 2023

You have submitted the response of this Involuntary Termination Appeal.
BSAS will reach out to you if any additional documentation is required, you can upload additional document by clicking "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS".

Appeal Id: 101
Appeal Type: Emergency
Date Received: Jul 24, 2023
Decision Date:
Patient Id: OUEUR
Discharge Reasons: Option 1
Option 2
Option 3

Uploaded Documents

Name	Type	Uploaded Date
Test Document.pdf	Program	07-24-2023

UPDATE RESPONSE

Non-Emergency Appeal

Home > Programs > Answer House > Appeals

Involuntary Termination Appeals

The list below contains all the Involuntary Termination Appeal(s) issued to your program by BSAS.

To respond to an Appeal click on the corresponding "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS" button below.

Please read the specific instruction for each Involuntary Termination Appeal.

Non Emergency Appeal | Response Submitted to BSAS | Date of Submission : Feb 09, 2024

You have submitted the response of this Involuntary Termination Appeal.
BSAS will reach out to you if any additional documentation is required, you can upload additional document by clicking "Update Response" link below. Once your response is complete you will need to submit it to the Bureau of Substance Addiction Services by clicking the "Submit Response to BSAS".

Appeal Id: 125
Appeal Type: Non Emergency
Date Received: Feb 09, 2024
Decision Date:
Patient Id: 23455
Discharge Reasons: Physical Altercation

Uploaded Documents

Name	Type	Uploaded Date
Test Document.docx	PROGRAM	02-09-2024

UPDATE RESPONSE

d) Under Review

After all the documentation is received the status of the appeal changes to 'Under Review'. The screenshots below show Emergency and Non-Emergency appeals under the review.

Non-Emergency Appeal

Non Emergency Appeal | Under Review | Last Update Date: Jul 24, 2023

Appeal Id: 102
Appeal Type: Non Emergency
Date Received: Jul 24, 2023
Decision Date: Jul 24, 2023
Patient Id: J124DS
Discharge Reasons: Option 1
Option 2
Option 3

Uploaded Documents

Name	Type	Uploaded Date
1-MB-DOC.pdf	Patient	07-24-2023

Emergency Appeal

Emergency Appeal | Under Review | Last Update Date: Feb 09, 2024

Appeal Id: 126
Appeal Type: Emergency
Date Received: Feb 09, 2024
Decision Date:
Patient Id: 234555
Discharge Reasons: Non-Compliance With Treatment Obligations
Physical Altercation

Uploaded Documents

Name	Type	Uploaded Date
Test Document.docx	PROGRAM	02-09-2024

e) Decisions

External users who have worked on the appeal and the Program Director will receive an email notification when a decision on an appeal has been made by BSAS. Users with access will be directed to log in to BSAS eLicensing to review the decision documents. The decision notification and any documents uploaded to appeal will be displayed, the program is required to print and share the decision with the patient and maintain a copy of the decision in the patient record. The screenshots below show Emergency and Non-Emergency with a variety of possible decisions including upheld, overturned, and remand to rehearing which is displayed in the screenshots below.

Requested to Re-hearing Decision-Emergency Appeal

Emergency Appeal | BSAS Requested to Rehearing | Last Update Date: Feb 09, 2024
This appeal has been remanded to hearing, you will receive email from BSAS regarding next steps.

Appeal Id: 126
Appeal Type: Emergency
Date Received: Feb 09, 2024
Decision Date: Feb 09, 2024
Patient Id: 234555
Discharge Reasons: Non-Compliance With Treatment Obligations
Physical Altercation

Uploaded Documents

Name	Type	Uploaded Date
Test Document.docx	PROGRAM	02-09-2024

Request to Rehearing Decision Non-Emergency Appeal

Non Emergency Appeal | BSAS Requested to Rehearing | Last Update Date: Feb 09, 2024
This appeal has been remanded to hearing, you will receive email from BSAS regarding next steps.

Appeal Id: 125
Appeal Type: Non Emergency
Date Received: Feb 09, 2024
Decision Date: Feb 09, 2024
Patient Id: 23455
Discharge Reasons: Physical Altercation

Uploaded Documents

Name	Type	Uploaded Date
Test Document.docx	PROGRAM	02-09-2024

UPDATE RESPONSE

Uphold Decision Emergency Appeal

Emergency Appeal | Uphold | Decision Date: Jun 26, 2024
This appeal has been reviewed by BSAS. The decision of this Involuntary Termination Appeal was Upheld by BSAS.

Appeal Id: 182
Appeal Type: Emergency
Date Received: Jun 26, 2024
Decision Date: Jun 26, 2024
Patient Name: John Smith
Discharge Reasons: Non-Compliance With Treatment Obligations
Physical Altercation

Uploaded Documents

Name	Type	Uploaded Date
Test Document.pdf	PROGRAM	06-26-2024

Uphold Decision Non-Emergency Appeal

Non Emergency Appeal | Uphold | Decision Date: Jun 26, 2024
This appeal has been reviewed by BSAS. The decision of this Involuntary Termination Appeal was Upheld by BSAS.

Appeal Id: 183
Appeal Type: Non Emergency
Date Received: Jun 26, 2024
Decision Date: Jun 26, 2024
Patient Name: Brianna Smith
Discharge Reasons: Non-Compliance With Treatment Obligations
Physical Altercation

Uploaded Documents

Name	Type	Uploaded Date
Test Document.pdf	PROGRAM	06-26-2024

Overturn Decision Emergency Appeal

Emergency Appeal | Overturn | Decision Date: Jun 26, 2024
This appeal has been reviewed by BSAS. The decision of this Involuntary Termination Appeal was Overturned by BSAS.

Appeal Id: 182
Appeal Type: Emergency
Date Received: Jun 26, 2024
Decision Date: Jun 26, 2024
Patient Name: John Smith
Discharge Reasons: Non-Compliance With Treatment Obligations
Physical Altercation

Uploaded Documents

Name	Type	Uploaded Date
Test Document.pdf	PROGRAM	06-26-2024

Overturn Decision Non-Emergency Appeal

Non Emergency Appeal | Overturn | Decision Date: Jun 26, 2024
This appeal has been reviewed by BSAS. The decision of this Involuntary Termination Appeal was Overturned by BSAS.

Appeal Id: 183
Appeal Type: Non Emergency
Date Received: Jun 26, 2024
Decision Date: Jun 26, 2024
Patient Name: Brianna Smith
Discharge Reasons: Non-Compliance With Treatment Obligations
Physical Altercation

Uploaded Documents

Name	Type	Uploaded Date
Test Document.pdf	PROGRAM	06-26-2024

If you have questions on the appeal process, please email Michael Gurney (Michael.Gurney@mass.gov).

If you need technical assistance with BSAS eLicensing please email Alex Kearns (Alex.Kearns@mass.gov).