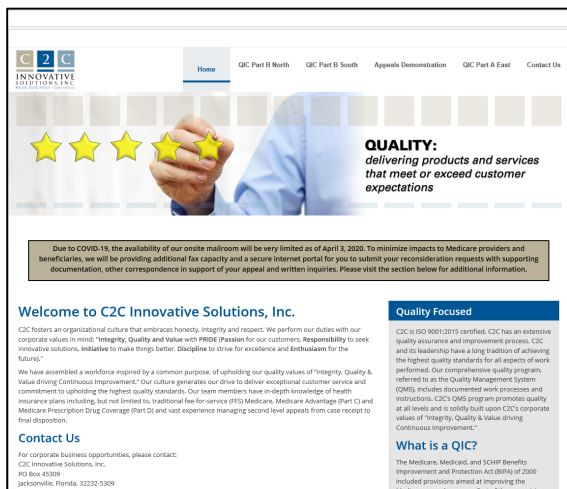


Welcome to the C2C Portal



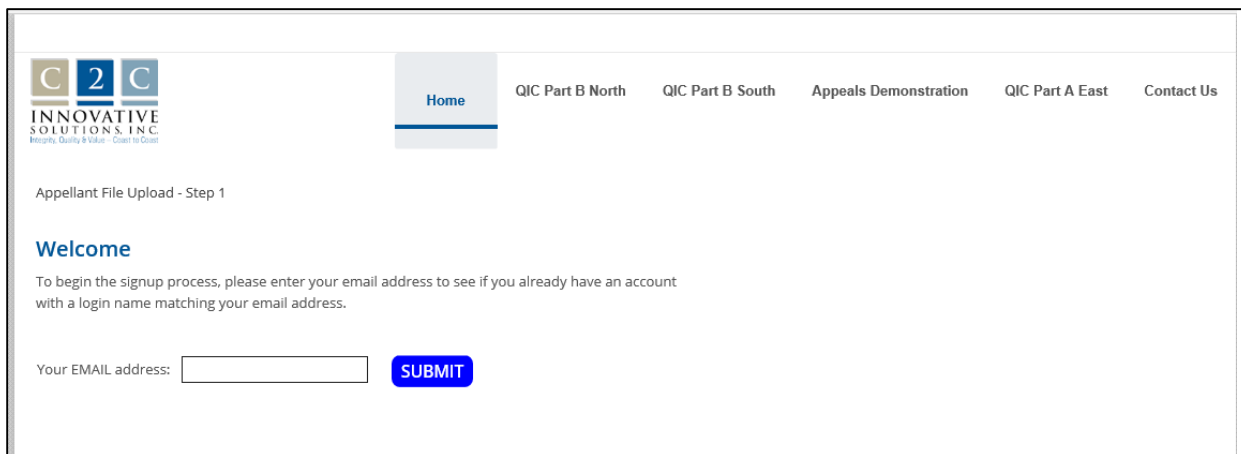
The C2C Portal (the Portal) is a simple alternative for providers, beneficiaries or authorized representatives to securely submit new Medicare second-level appeal requests, subsequent documentation or written inquiries to C2C Innovative Solutions (C2C) electronically.



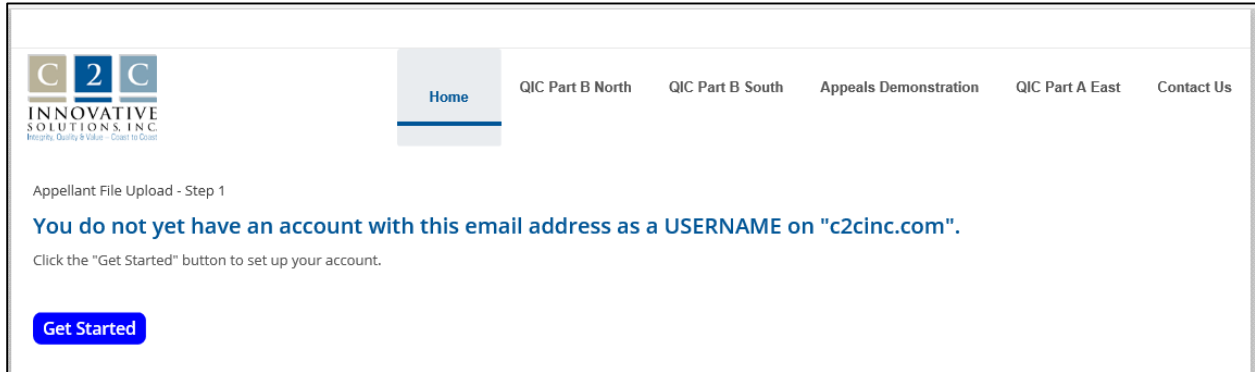
Time saver: Once you reach our homepage, www.C2CInc.com add it to your favorites for easy access later.

Registering to use the C2C Portal

On the Portal Welcome page enter your email address and click **Submit**.



The Portal will check to see if you are a registered user. If you are not, it will prompt you to proceed to the registration page.



Click **Get Started** to open the registration page. Complete the online form.

- **Email Address:** This email address will serve as your user name when logging into the Portal. It is important that you have a valid email address since this email address will be used to send an email confirmation advising that your submission was successful. It also allows us to contact you if an issue is found with your submitted file that prevents us from processing it.
- **Verify Email Address:** This entry must match exactly with the email address entry before the account is created.
- **Password:** This will be the password used on the login page. The password must be at least eight characters long and contain at least one number. Please note, the password is case sensitive.
- **Verify Password:** This entry must match exactly with the password entry before the account is created.
- **First Name/Last Name:** This information will be used to identify you should we need to contact you if an issue is found with your submitted file that prevents us from processing it.

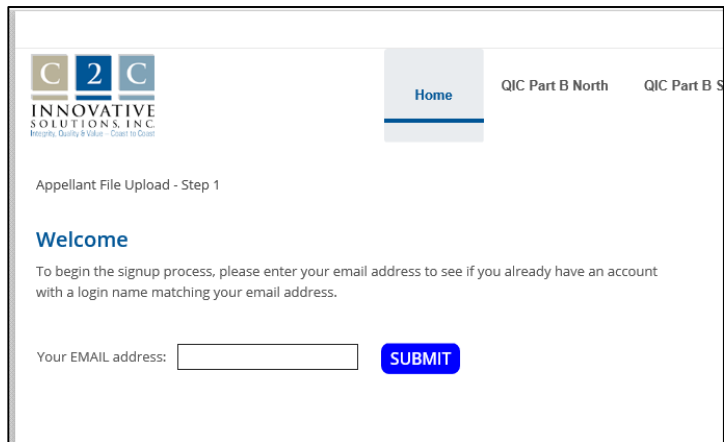
- **Organization Phone Number:** Please make sure to enter a valid telephone number since this information will be used to contact you if an issue is found with your submitted file that prevents us from processing it.
- **Organization Name:** This information will help us identify who you represent. If you are a Medicare appellant and filing the appeal, please use the word "Beneficiary" in this space.

Please note, C2C is committed to protecting your privacy and will not share your information with any other organization.

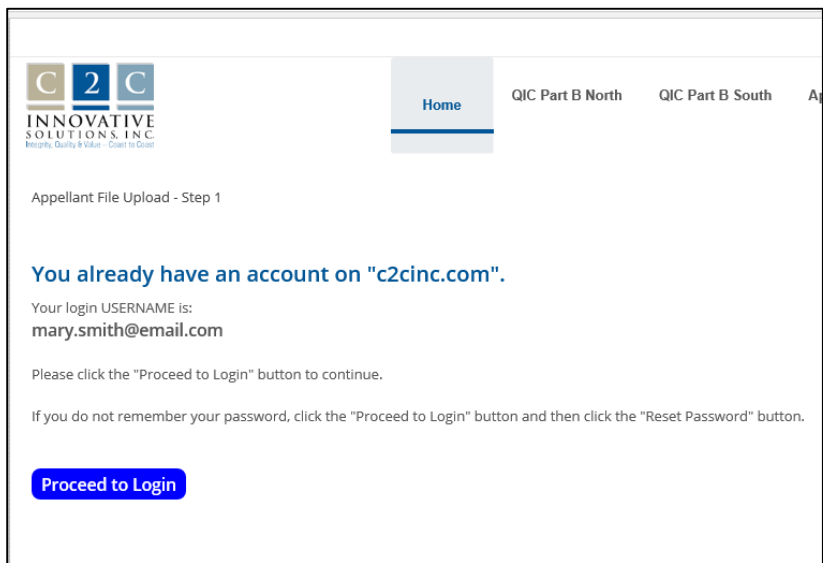
Once you have completed the online registry click **Create Account and Continue.**

Logging into the Portal

To log into the Portal enter the email address you used to register on the Welcome screen. Click **Submit.**

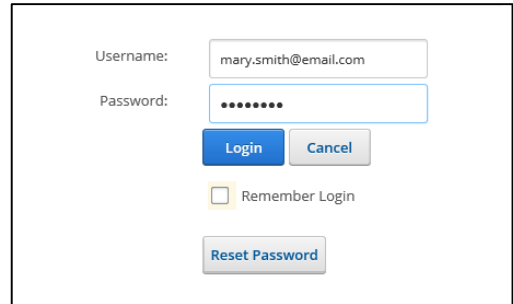


The Portal will confirm your account. Click **Proceed to Login**



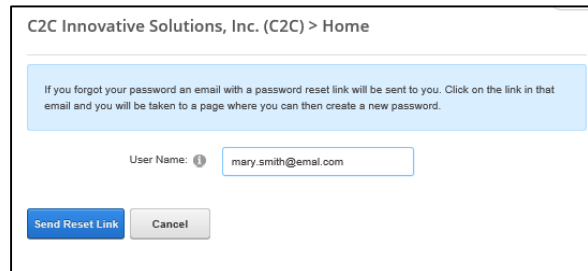
Enter your user name and password. Remember your user name is the email address used to register. Click **Login** or click **Cancel** to abort the login process.

If you don't remember your password click **Reset Password**.



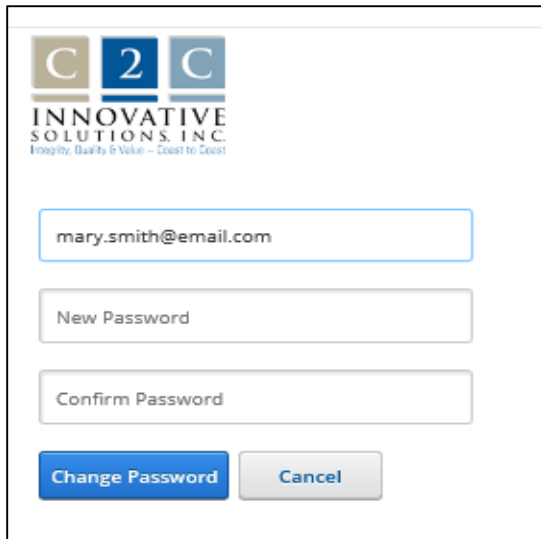
A screenshot of a login form. It features two input fields: 'Username:' with the text 'mary.smith@email.com' and 'Password:' with masked characters '.....'. Below the password field are two buttons: 'Login' (blue) and 'Cancel' (grey). Underneath these is a checkbox labeled 'Remember Login' which is currently unchecked. At the bottom of the form is a 'Reset Password' button (grey).

Enter your user name and click **Send Reset Link**. The Portal will send an email with a link to a page that will enable you to reset your password.



A screenshot of a web page titled 'C2C Innovative Solutions, Inc. (C2C) > Home'. A light blue banner at the top contains the text: 'If you forgot your password an email with a password reset link will be sent to you. Click on the link in that email and you will be taken to a page where you can then create a new password.' Below this is a 'User Name:' label with a dropdown arrow and an input field containing 'mary.smith@email.com'. At the bottom are two buttons: 'Send Reset Link' (blue) and 'Cancel' (grey).

On the reset password page, enter your new password and confirm the entry. Remember passwords must be at least eight characters long and contain at least one number. Click **Change Password**.



A screenshot of the 'Change Password' form. At the top left is the C2C logo (three squares: 'C', '2', 'C') and the text 'INNOVATIVE SOLUTIONS, INC.' with the tagline 'Integrity, Quality & Value - Coast to Coast'. Below the logo is an input field containing 'mary.smith@email.com'. Underneath are two more input fields: 'New Password' and 'Confirm Password'. At the bottom are two buttons: 'Change Password' (blue) and 'Cancel' (grey).

Loading your document

The Appellant File Upload screen displays your profile information. You have the option to update your profile from this screen if needed.

Select the Appeal Jurisdiction to file your second-level appeal.

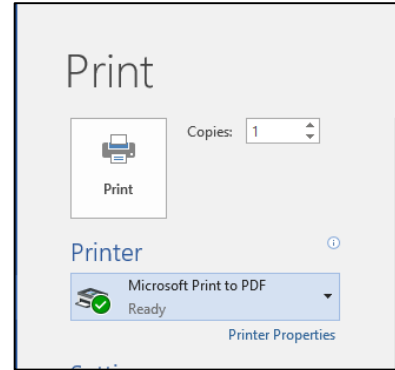
- **Part A East** – For Medicare Part A claims processed in Colorado, New Mexico, Texas, Oklahoma, Arkansas, Louisiana, Mississippi, Alabama, Georgia, Florida, Tennessee, South Carolina, North Carolina, Virginia, West Virginia, Puerto Rico, Virgin Islands, Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut, New Jersey, New York, Delaware, Maryland, Pennsylvania, and District of Columbia. This jurisdiction also includes reconsiderations involving MSP recoveries.
- **Part B South** – For Medicare Part B claims processed in Colorado, Connecticut, New Mexico, Texas, Oklahoma, Arkansas, Louisiana, Mississippi, Tennessee, Alabama, Georgia, Florida, North Carolina, South Carolina, Virginia, West Virginia, Puerto Rico and Virgin Islands
- **Part B North** – For Medicare Part B claims processed in Alaska, Maine, Vermont, New Hampshire, Massachusetts, Connecticut, Rhode Island, District of Columbia, New York, Pennsylvania, New Jersey, Delaware, Maryland, Ohio, Kentucky, Indiana, Illinois, Michigan, Wisconsin, Minnesota, Missouri, Iowa, Kansas, Nebraska, South Dakota, North Dakota, Wyoming, Montana, Idaho, Washington, Oregon, California, Nevada, Arizona, Utah, Hawaii, Guam, Northern Mariana Islands and American Samoa

The screenshot shows the 'Appellant File Upload' interface. At the top left is the logo for 'INNOVATIVE SOLUTIONS, INC.' with the tagline 'Integrity, Quality & Value - Claim to Claim'. To the right are navigation links for 'Home', 'QIC Part B North', and 'QIC Part B South'. The main title is 'Appellant File Upload'. The form contains the following fields and options:

- Email Address:** mary.smith@email.com
- First Name:** Mary
- Last Name:** Smith
- Organization Phone:** 904-555-5555
- Organization Name:** New Health System
- Appeal Jurisdiction:** Radio buttons for Part A East, Part B South, and Part B North.
- UPLOAD PDF FILE:** 'Upload your completed appeal request file or supporting documentation' with a '+ Select PDF file to upload' button.
- UPLOAD EXCEL FILE:** 'Upload an excel file with claim information when submitting an appeal for more than 20 claims' with a '+ Select EXCEL file to upload' button.
- Buttons:** SUBMIT and Cancel.

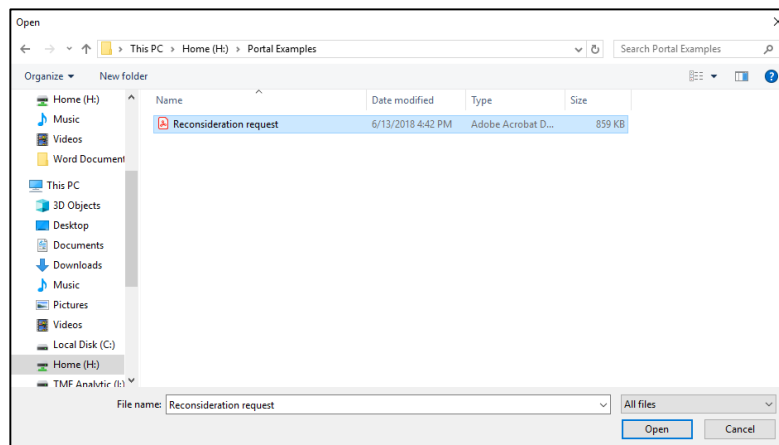
Your appeal request and any supporting documentation you would like to include must be submitted as a single PDF, with the exception of an Excel file which is discussed below.

There are multiple options to create a single PDF file depending on the tools available to you. One common approach is to print to a PDF. Open the file(s) to convert, select Print, and change your Printer selection to Microsoft Print to PDF and click **Print**. Once all your file(s) are in PDF format, you can combine them into a single PDF. For detailed instructions on how to combine PDFs please refer to the Adobe website <https://helpx.adobe.com/acrobat/how-to/combine-files-into-pdf.html?set=acrobat--fundamentals--edit-pdf>.

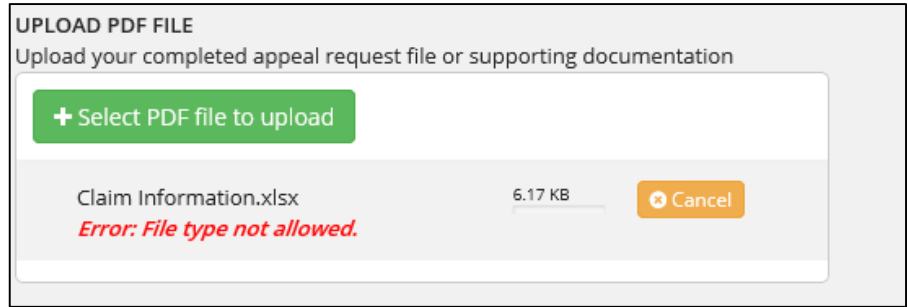


To load your appeal request click **Select PDF file to upload**.

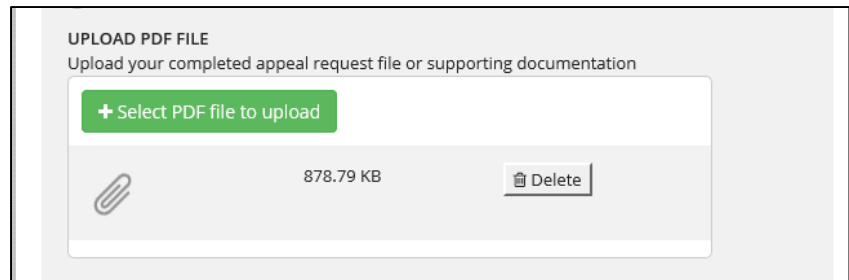
A file explorer window will open to enable you to navigate to and select the file you would like to submit. Click on the file and click **Open**. Click **Cancel** if you wish to abort the process and return to the Appeal File Upload screen.



After you select the file, the Portal will determine if the file added is of the correct file format. If an error occurred, the Portal will display the reason for the error. You must click **Cancel** to remove the erroneous file before the Portal enables you to submit the correct file.



If your selected file meets the Portal requirements, a paperclip icon (not the name of the file) will display along with the file size.

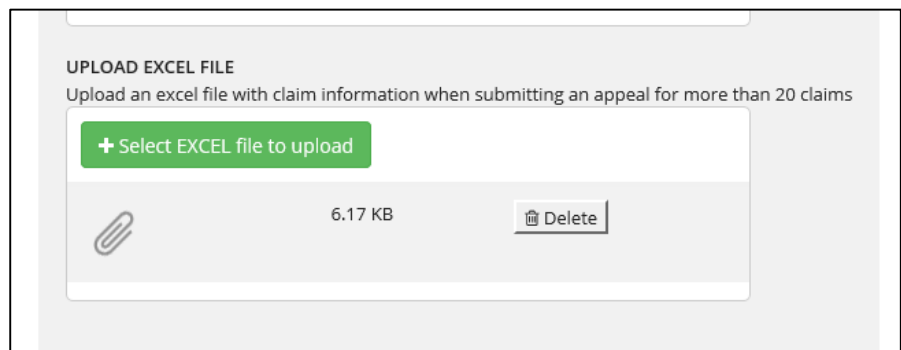


When submitting appeals that involve a large number of claims you can also submit an Excel file (.csv, .xls, .xlsx) with your request. The file should contain the following information for each claim being appealed:

- Claim number
- Beneficiary MBI
- Date of service
- Procedure code

This Excel file is optional, but will assist in the processing of your large-claim appeals.

Click **Select Excel file to upload**. The Portal will open the file explorer window and enable you to navigate to and select the file you wish to transmit.



Review your information before you finish the upload process:

- A valid email address is provided
- The correct jurisdiction is selected
- The file(s) is ready to upload and all erroneous files have been removed

Once you are ready to submit, click **Submit** in the bottom left. You can also click **Cancel** at any point to abort the process.

C 2 C
INNOVATIVE SOLUTIONS, INC.
Integrity. Quality & Value – Coast to Coast

Home QIC Part B North QI

Appellant File Upload

Email Address
mary.smith@email.com

First Name: Mary Last Name: Smith

Organization Phone: 904-555-5555

Organization Name: New Health System

Appeal jurisdiction
 Part A East
 Part B South
 Part B North

UPLOAD PDF FILE
Upload your completed appeal request file or supporting documentation

+ Select PDF file to upload

878.79 KB Delete

UPLOAD EXCEL FILE
Upload an excel file with claim information when submitting an appeal for more than 20 claims

+ Select EXCEL file to upload

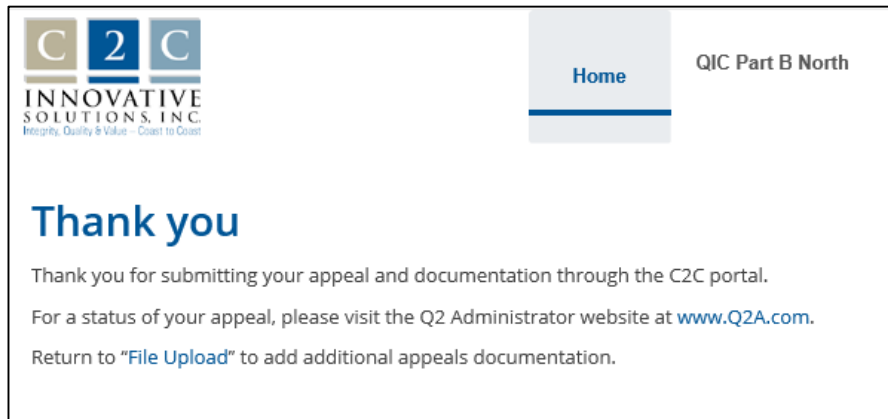
25.09 KB Delete

SUBMIT Cancel

If any required information is omitted, the Portal will display an error message immediately below the page title, Appellant File Upload. The message will detail what needs to be corrected before you are able to submit.



If no errors are encountered, the Portal will display "Thank you." This message is an indication that the submission was successful. In addition, an email confirming the submission will be sent to the email provided in your profile.



If you have any questions on how to use our Portal you may call us at:

- **904-224-7446** for Part A East appeals
- **904-224-2613** for Part B South appeals
- **904-224-7426** for Part B North appeals