



Acquisition of Expert Witnesses for the Administrative Hearing Process

USER MANUAL

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Introduction

EWC is a web-based application, “Expert Witness Contract”. The EWC system provides a means for securing and utilizing the services of a variety of types of expert witnesses to the Office of General Counsel (OGC) for the Centers for Medicare and Medicaid Services. The system houses data regarding each expert’s capabilities and credentials and provides the user with a mechanism for evaluating the services rendered by an expert.

Accessing The EWC System

All users will access the EWC system via the following link: <http://ewc.hcmsllc.com>. Healthcare Management Solutions (HMS) will provide a username and password for the user. To obtain a username and password, please contact HMS at 304-368-0288.

EWC
EXPERT WITNESS CONTRACT

[Logon](#) [Payment Request](#) [Help](#)

Expert Request Payment

OR

Login Credentials

Username:

Password:

[Forgot Username/Password?](#)

If you would like to view the user manual, please visit the [Help](#) tab.

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Home Page

During the initial login, the user will be **required** to change the provided password. Under My Profile, on the left side, click on Change My Password. Enter the new password, confirm the password and click the Submit button to store the new password.



My Profile	Case ID # Search Box	Cases Pending Action	Payment Requests Pending Approval	Cases tab	Help
Where the user can change their password	Allows the user to type in the case number to go directly to the case	Any case that requires the user's attention will be listed in this section Click on the desired case number <ul style="list-style-type: none"> ▪ Request additional hours ▪ Add notes 	Any payment requests pending approval will be listed in this section	All cases that the user has requested and view according to status: <ul style="list-style-type: none"> ▪ Any ▪ New ▪ Pending CMS Review ▪ Pending HMS Review ▪ Pending Prioritization ▪ Pending Assignment ▪ Assigned ▪ Completed Search box will allow the user to search by specific case number or expert	User Manual HMS's contact information

Case Pending Actions

Any case that requires the user's attention will be displayed under the Cases Pending Action section of the Home page. In order to view a particular case, the user will click on the Case ID number that corresponds with the case to be viewed. If a case that the user would like to view is not listed on the home page, the user can click on the cases tab to view all of their cases.



My Profile

User ID: Attorney Test
Name: Attorney Test
Email: msayre@hcmsllc.com
Region: 0

[Change My Password](#)

If you need to change any information other than your password, please contact an Administrator.

Enter a CaseID number to go directly to it.

Cases Pending Action [Request Case](#)

Case ID	Docket	Status	Request Date	Expert
4	C-03-Test	Pending Prioritization	8/17/2011	

Payment Requests Pending Approval

Case ID	PRID	Total Hours	Payment Request Date	Status
<u>3</u>	3	4.5	8/19/2011	Attorney Review

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Request Case

To initiate a new case within the EWC system, the user will need to click on Request Case located in the right hand corner of the Home page.



My Profile

User ID: Attorney Test
Name: Attorney Test
Email: msayre@hcmsllc.com
Region: 0

[Change My Password](#)

If you need to change any information other than your password, please contact an Administrator.

Enter a CaseID number to go directly to it.

Cases Pending Action

Case ID	Docket	Status	Request Date	Expert
4	C-03-Test	Pending Prioritization	8/17/2011	

Payment Requests Pending Approval

Case ID	PRID	Total Hours	Payment Request Date	Status
3	3	4.5	8/19/2011	Attorney Review

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A blank request form will be displayed once the user clicks on Request Case. The user will then be required to fill out specific case information. For security purposes, the EWC system will periodically time out and end the user's session. In order to avoid loss of any information, the user should save the case if they expect to be away from the computer for a period of time.

If information is unknown to the user, it is recommended for the user to save the case and return to update the information when it is available.

Complete case information

The user can then either edit the case to revise and update the case information or can submit the case to CMS for approval. In order for experts to be offered for the case, the user will need to **click submit** instead of save. Once the case has been submitted to CMS, the user can no longer edit the case.

- A dialog box stating that the case was successfully submitted to CMS will appear once the case has been submitted.



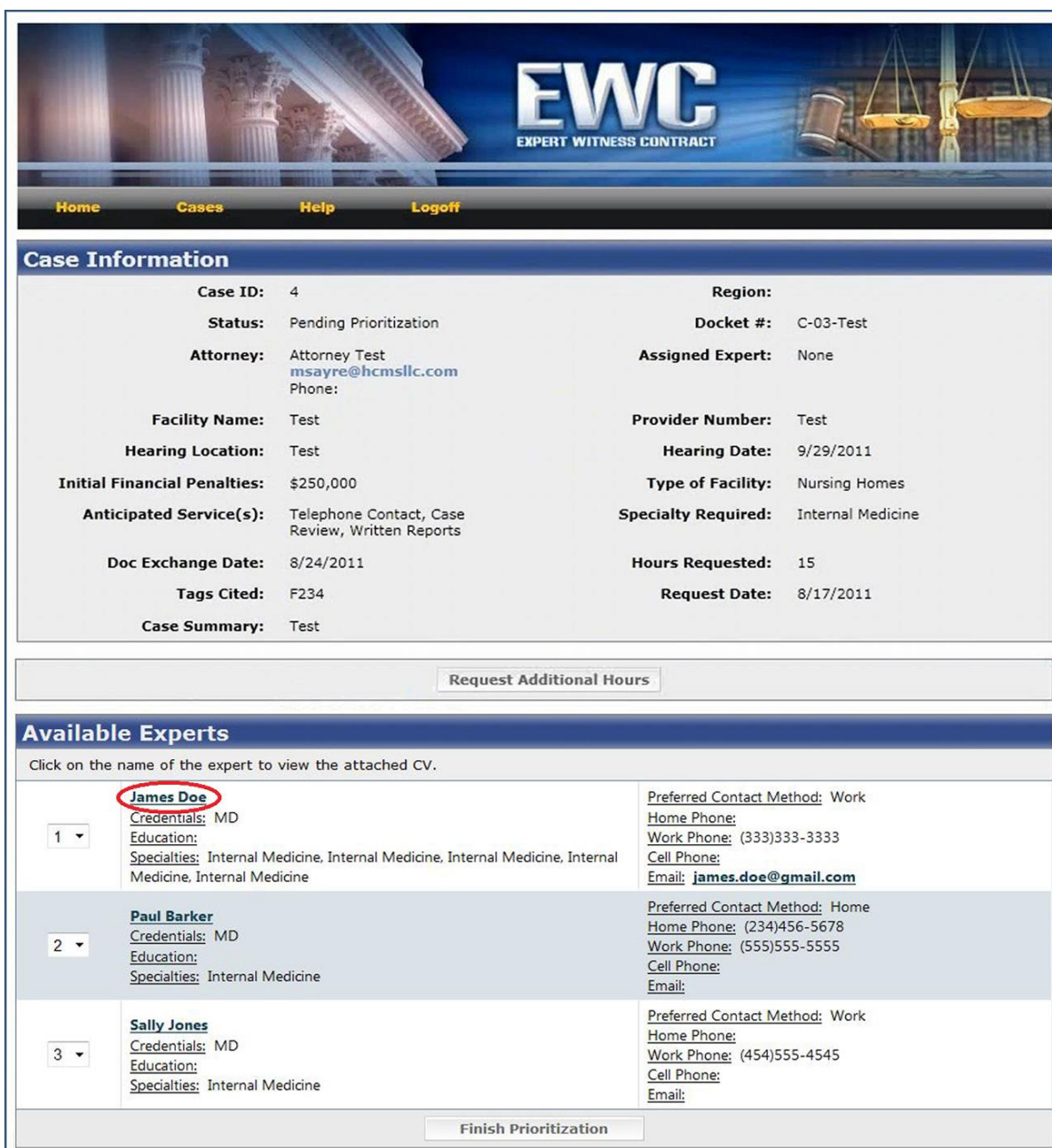
The screenshot shows the 'Case Request' form in the EWCC system. The header features the EWCC logo and navigation links: Home, Cases, Help, and Logoff. The form fields are as follows:

- Attorney:** Requestor, Test
- Region:** 0 (dropdown)
- Facility Name:** [Text input]
- Provider Number:** [Text input]
- Docket #:** [Text input]
- Hearing Location:** [Text input]
- Hearing Date:** [Date picker]
- Type of Facility:** [Dropdown menu]
- Financial Penalties:** [Text input]
- Hours Requested:** [Text input]
- *If over 15 hours, please justify in the notes field below.
- Anticipated Service (s):**
 - Face to Face Contact
 - Telephone Contact
 - Case Review
 - Written Reports
 - Official Briefs
 - Testimony
 - Travel Time
 - Other [Text input]
- Specialty:** [Dropdown menu]
- Doc Exchange Date:** [Date picker]
- Tags Cited:** [Text input] F [Dropdown] [Text input] [Add Tag] [Remove Tag]
- Case Summary:** [Large text area]
- Notes:** [Large text area]
- Save Case** [Button]

Assessing Expert's CVs

HMS will select experts with the appropriate credentials needed to assist with that specific case. The user will be notified via email that a case is ready for expert prioritization in EWC. A link will be provided in the email that will direct the user to the log in page where the user will be prompted to log into the EWC system. Once logged in, the case that needs the user's attention will automatically be displayed. This case will also be displayed on the home page.

Once the case page is displayed, the user can view the expert's Curriculum Vitae by clicking on the expert's name under the *Available Experts* section.



The screenshot displays the EWC (Expert Witness Contract) system interface. At the top, there is a navigation bar with links for Home, Cases, Help, and Logoff. Below this is the 'Case Information' section, which provides details for Case ID 4, including its status (Pending Prioritization), attorney (Attorney Test), facility name (Test), hearing location (Test), initial financial penalties (\$250,000), anticipated services (Telephone Contact, Case Review, Written Reports), doc exchange date (8/24/2011), tags cited (F234), case summary (Test), region, docket number (C-03-Test), assigned expert (None), provider number (Test), hearing date (9/29/2011), type of facility (Nursing Homes), specialty required (Internal Medicine), hours requested (15), and request date (8/17/2011). A 'Request Additional Hours' button is located below the case information.


The 'Available Experts' section is below, with a prompt to click on the name of the expert to view the attached CV. Three experts are listed:

Expert Name	Credentials	Education	Specialties	Preferred Contact Method	Home Phone	Work Phone	Cell Phone	Email
James Doe	MD		Internal Medicine, Internal Medicine, Internal Medicine, Internal Medicine, Internal Medicine	Work		(333)333-3333		james.doe@gmail.com
Paul Barker	MD		Internal Medicine	Home	(234)456-5678	(555)555-5555		
Sally Jones	MD		Internal Medicine	Work		(454)555-4545		

A 'Finish Prioritization' button is located at the bottom of the 'Available Experts' section.

Prioritization of Experts

After deciding the preferred expert, the user will list their expert choices in order of preference (1 being the most preferred). Once all experts are given a number, the user will click *Finish Prioritization*.



Home
Cases
Help
Logoff

Case Information

Case ID: 4	Region:
Status: Pending Prioritization	Docket #: C-03-Test
Attorney: Attorney Test msayre@hcmsllc.com Phone:	Assigned Expert: None
Facility Name: Test	Provider Number: Test
Hearing Location: Test	Hearing Date: 9/29/2011
Initial Financial Penalties: \$250,000	Type of Facility: Nursing Homes
Anticipated Service(s): Telephone Contact, Case Review, Written Reports	Specialty Required: Internal Medicine
Doc Exchange Date: 8/24/2011	Hours Requested: 15
Tags Cited: F234	Request Date: 8/17/2011
Case Summary: Test	

Available Experts

<div style="border: 2px solid red; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 5px;"> <div style="border: 1px solid gray; padding: 2px;">1</div> </div>	<p><u>James Doe</u> <u>Credentials:</u> MD <u>Education:</u> <u>Specialties:</u> Internal Medicine</p>	<p><u>Preferred Contact Method:</u> Work <u>Home Phone:</u> <u>Work Phone:</u> (333)333-3333 <u>Cell Phone:</u> <u>Email:</u> james.doe@gmail.com</p>
<div style="border: 2px solid red; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 5px;"> <div style="border: 1px solid gray; padding: 2px;">2</div> </div>	<p><u>Paul Barker</u> <u>Credentials:</u> MD <u>Education:</u> <u>Specialties:</u> Internal Medicine</p>	<p><u>Preferred Contact Method:</u> Home <u>Home Phone:</u> (234)456-5678 <u>Work Phone:</u> (555)555-5555 <u>Cell Phone:</u> <u>Email:</u></p>
<div style="border: 2px solid red; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 5px;"> <div style="border: 1px solid gray; padding: 2px;">3</div> </div>	<p><u>Sally Jones</u> <u>Credentials:</u> MD <u>Education:</u> <u>Specialties:</u> Internal Medicine</p>	<p><u>Preferred Contact Method:</u> Work <u>Home Phone:</u> <u>Work Phone:</u> (454)555-4545 <u>Cell Phone:</u> <u>Email:</u></p>

Assignment of an Expert

The user will be notified via email once the expert has been informed and agreed to accept the case. The user can follow the link from the email to view the case and the assigned expert's contact information.

Requesting Additional Hours

The user has the ability to request additional hours for a case once a case has been submitted. In order to make this type of request, the user must click on Request Additional Hours located in the middle of the case page.



EW C
EXPERT WITNESS CONTRACT

Home Cases Help Logoff

Case Information

Case ID:	3	Region:	
Status:	Assigned	Docket #:	C-01-Test
Attorney:	Attorney Test msayre@hcmsllc.com Phone:	Assigned Expert:	James Doe Assigned 8/17/2011 at 1:48 PM
Facility Name:	Test	Provider Number:	Test
Hearing Location:	Test	Hearing Date:	9/30/2011
Initial Financial Penalties:	\$150,000	Type of Facility:	Nursing Homes
Anticipated Service(s):	Telephone Contact, Case Review, Written Reports, Testimony	Specialty Required:	Internal Medicine
Doc Exchange Date:	8/25/2011	Hours Requested:	15
Tags Cited:	F333	Request Date:	8/17/2011
Case Summary:	Test		

Complete Case **Request Additional Hours**

Hour Summary

Total approved hours:	15	Total billed hours approved:	0	Hours remaining:	15
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Payment Requests

PRID	Hours	Service Complete	Comments	Status
------	-------	------------------	----------	--------

The user will be required to list both the number of additional hours requested and a reason for the additional time. Once the appropriate information is provided, the user will click submit.

Additional Hours Requested:

Reason:

The requested additional hours will be listed on the case page. At this time the additional hours are awaiting approval by CMS. The user will be notified via email if the additional time is approved or denied. The approval or denial will be listed on the case page as well.



[Home](#) [Cases](#) [Help](#) [Logoff](#)

Case Information

<p>Case ID: 3</p> <p>Status: Assigned</p> <p>Attorney: Attorney Test msayre@hcmsllc.com Phone:</p> <p>Facility Name: Test</p> <p>Hearing Location: Test</p> <p>Initial Financial Penalties: \$150,000</p> <p>Anticipated Service(s): Telephone Contact, Case Review, Written Reports, Testimony</p> <p>Doc Exchange Date: 8/25/2011</p> <p>Tags Cited: F333</p> <p>Case Summary: Test</p>	<p>Region:</p> <p>Docket #: C-01-Test</p> <p>Assigned Expert: James Doe Assigned 8/17/2011 at 1:48 PM</p> <p>Provider Number: Test</p> <p>Hearing Date: 9/30/2011</p> <p>Type of Facility: Nursing Homes</p> <p>Specialty Required: Internal Medicine</p> <p>Hours Requested: 15</p> <p>Request Date: 8/17/2011</p>
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Additional Hours:

Hours	Date	Reason	Approved
8	8/30/2011	Test reason.	

Hour Summary

Total approved hours: **15** Total billed hours approved: **0** Hours remaining: **15**

Approving Payment Requests

Expert Witnesses can request payment for services rendered by going to the *Payment Request* menu on the Home page.



EWC
EXPERT WITNESS CONTRACT

Logon **Payment Request** Help

Expert Request Payment

OR

Login Credentials

Username:

Password:

[Forgot Username/Password?](#)

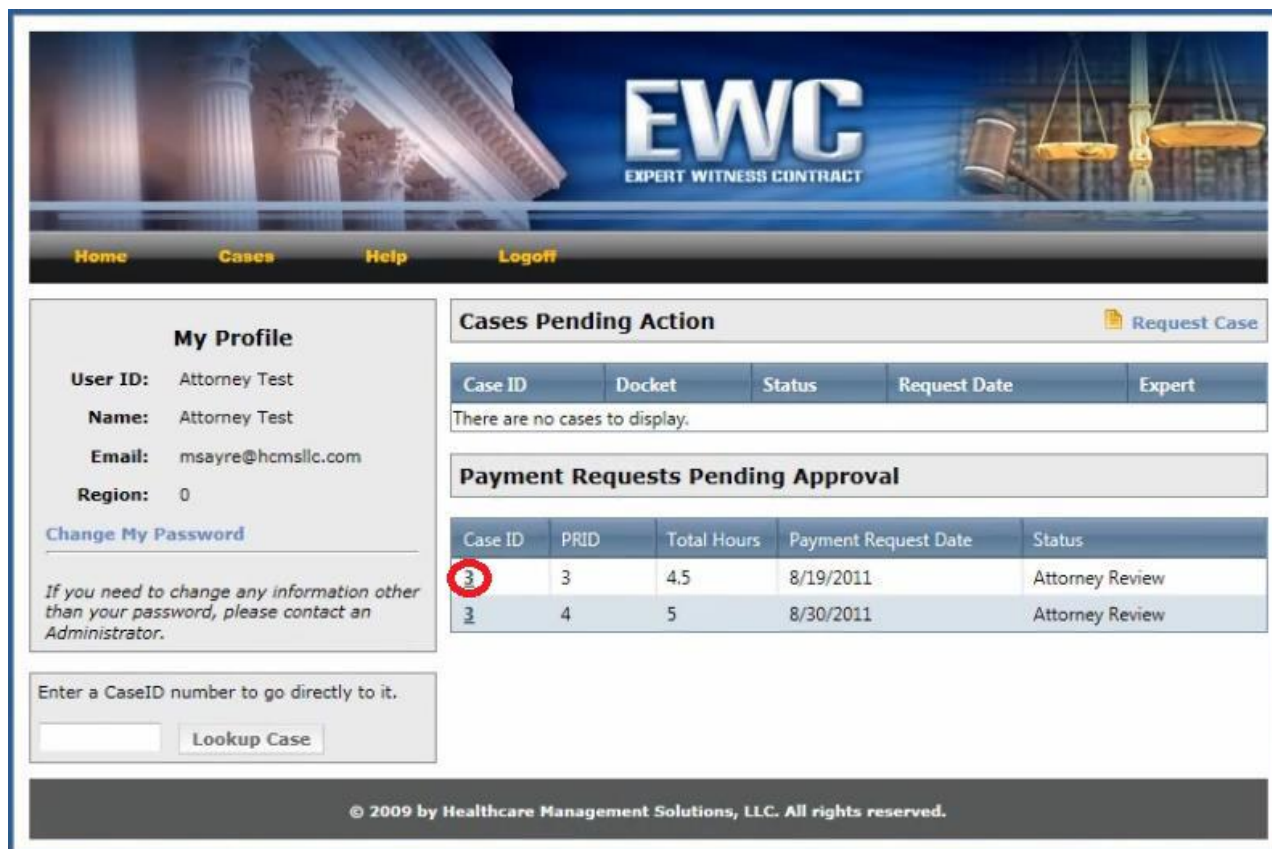
If you would like to view the user manual, please visit the [Help](#) tab.

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The user will be notified when an expert submits a request for payment via an email that states a payment request has been submitted for approval in EWC.

Once logged into the EWC system, the user can view any outstanding payment requests under the *Payment Requests Pending Approval* section.

To view the request for payment, click on the Case ID under the *Payment Requests Pending Approval* section. The user will be directed to the case page.



My Profile

User ID: Attorney Test
Name: Attorney Test
Email: msayre@hcmsilc.com
Region: 0

[Change My Password](#)

If you need to change any information other than your password, please contact an Administrator.

Enter a CaseID number to go directly to it.

Cases Pending Action [Request Case](#)

Case ID	Docket	Status	Request Date	Expert
There are no cases to display.				

Payment Requests Pending Approval

Case ID	PRID	Total Hours	Payment Request Date	Status
3	3	4.5	8/19/2011	Attorney Review
3	4	5	8/30/2011	Attorney Review

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From the case page, click View under the Payment Requests section.

The user must answer “Have all services been completed?” If all services have been provided for the case, the user will need to click Yes. If the user is unsure if all services are complete or additional services are required, then the Yes box should be left unchecked. There is also an area to list the reason if the payment request is denied. The user will then click Approve Payment or Deny Payment.

***HMS will be unable to process the expert’s request for payment until this process is completed.**

Completing a Survey

Once the expert's payment request is approved, a brief four question survey will immediately be generated for the user to complete regarding the expert witness's services. A comment section is also provided for the user to provide additional information if necessary. When all fields have been completed, click Submit.

If time does not allow for the user to complete the survey, the user can return at a later time to complete it by accessing the survey located in the middle of the case under the case summary.

This survey allows HMS to evaluate the services rendered by the expert.

Expert Survey

**Rating Scale: 1 represents a bad performance while 5 represents an excellent performance.*

Would you consider James Doe to be reliable? 1 2 3 4 5

Would you consider James Doe to be prepared? 1 2 3 4 5

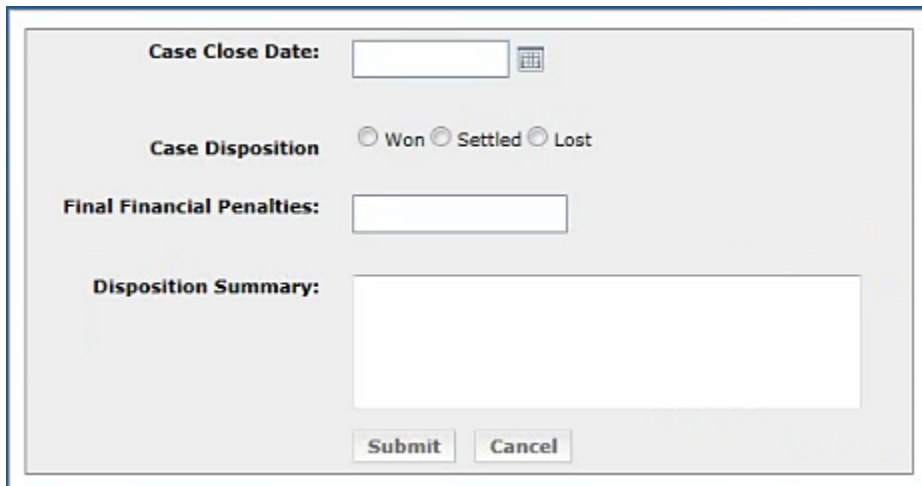
Would you consider James Doe to be punctual? 1 2 3 4 5

Would you like to use James Doe again? 1 2 3 4 5

Notes:

Case Completion

The user must complete the case once a decision has been made. To complete the case, the user will open the case and click on *Complete Case* located by the request additional hours.



The screenshot shows a web form for case completion. It contains the following fields and controls:

- Case Close Date:** A text input field with a calendar icon to its right.
- Case Disposition:** Three radio buttons labeled "Won", "Settled", and "Lost".
- Final Financial Penalties:** A text input field.
- Disposition Summary:** A large text area for entering a summary.
- Submit** and **Cancel** buttons at the bottom.

The user will list the case close date, choose a case disposition, and finally include the final financial penalties and disposition summary. Once all fields are completed, the user will click submit and the case will be completed in the EWC system.