



Data Exchange Framework

Administrative Hearing Procedures

Appeals made of the Data Exchange Framework Standard Operating Procedure: Participant Verification

Scheduling the Hearing:

All hearings will be held in Sacramento at the Department of Health Care Access and Information (HCAI), unless the hearing will be conducted by telephone or other electronic means (see below). The appellant will be notified of the hearing date and time at least 30 days in advance. Appellants may contact the Hearing Officer to request a schedule change if necessary; such requests must be made at least 10 business days before the scheduled hearing. Requests for schedule changes must be based upon good cause, as determined by the Hearing Officer, and additionally may be denied based on prejudice to the other party. Failure to appear at a scheduled hearing may result in a decision against the party.

Participation by Telephone or Other Electronic Means:

The Hearing Officer may plan to conduct a hearing by telephone or other electronic means. If so, either party may object. Upon receipt of such an objection, the Hearing Office will schedule an in-person hearing in Sacramento. If the Hearing Officer does not initially plan to conduct a hearing by telephone or other electronic means, either party may so request, and if both parties consent, the Hearing Officer may, but is not required to, conduct the hearing by telephone or other electronic means. Both parties will be notified of the Hearing Officer's decision.

Recording the Hearing:

The hearing will be recorded electronically; however, either party may provide a court reporter at that party's expense. If an appellant so chooses, it is their responsibility to notify the Hearing Officer and make all arrangements. The original of the transcript shall be provided directly to HCAI. The non-appearance of a certified shorthand reporter will not be considered adequate grounds for cancelling or rescheduling a hearing.

Conduct of the Hearing:

The hearing will not be conducted according to technical rules relating to evidence and witnesses. Any relevant evidence shall be admitted if it is the sort of evidence on which responsible persons are accustomed to rely in the conduct of serious affairs. Testimony will be taken under oath. Hearings will be open to the public. Chapter 5 – Administrative Adjudication: Formal Hearing – of Part 1 of Division 3 of Title 2 of the Government Code is not applicable to the proceeding.

The hearing will be conducted in English. If a party or the party's witness does not proficiently speak English, a request for language assistance may be made and an interpreter will be provided. Such a request must be received by the Hearing Officer at least 10 business days before the hearing. The cost of providing an interpreter shall be paid by the requesting party unless otherwise directed by the Hearing Officer.

Documents and Other Hearing Exhibits:

Each party must provide copies of all proposed exhibits to the Hearing Officer and the other party at least 10 days in advance of the hearing. Copies may be sent by mail or e-mail. Additionally, each party should bring a hardcopy of each proposed exhibit to the hearing. It is suggested, but not required, that the documents be pre-marked as exhibits; if so, HCAI shall use numerical designations and the appellant shall use alphabetical designations, and the exhibits should be accompanied by a table of contents or exhibits list. At the conclusion of the hearing, the Hearing Officer may hold the record open for submission of additional identified documents.

Settlement:

If a settlement is reached between the parties prior to the hearing, the Hearing Officer will be notified and no hearing will be conducted. If an appellant wishes to engage in settlement discussions, they should contact the appropriate HCAI program manager; listed on the notice of determination.

Contacting the Hearing Officer

All correspondence, including requests for a hearing, requests for consolidation, any questions about the hearing schedule or process, and all documents and hearing exhibits, should be addressed to:

Legal Office, Attn: Hearing Officer
Department of Health Care Access and Information
2020 West El Camino Avenue
Sacramento, CA 95833

E-mail: HearingOfficer@HCAI.CA.GOV

The Hearing Office may be reached by telephone at 916-326-3610.

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