



# **Office of Administrative Hearings & Appeals (OAHA) E-Filing Portal - User Guide & FAQ**

Department of Health Care Services (DHCS)

V 1.0

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The purpose of the OAHA E-Filing Portal User Guide is a comprehensive instructional document for end users. It provides an overview of portal features and a step-by-step instruction for how to use these features.

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## Introduction

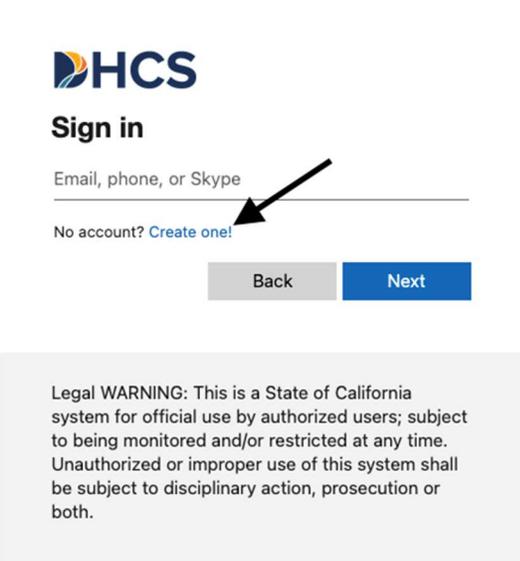
The OAHA portal is for litigants and their legal representatives to electronically file appeals and related documents with the Office of Administrative Hearings & Appeals. The intent of the portal is to provide an electronic method of filing appeals and related documents.

Benefits to using the portal include:

- Paperless filing
- Allows users to track all document submissions & verify upload history
- Allows multiple files to be uploaded at once
- Faster than traditional mail

## Registration

1. Click the Login button at the top of the screen and select Create Account.



**DHCS**

### Sign in

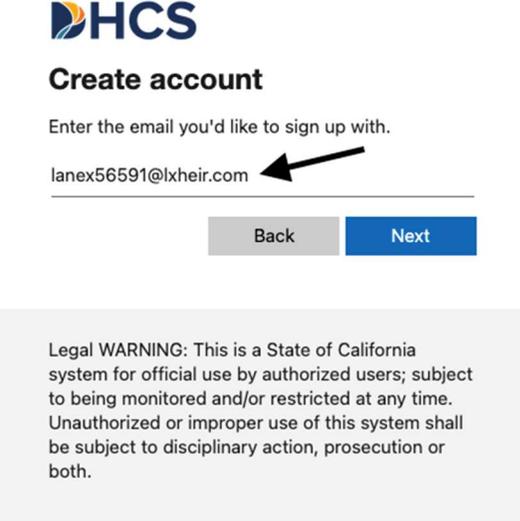
Email, phone, or Skype

No account? [Create one!](#)

Back Next

Legal WARNING: This is a State of California system for official use by authorized users; subject to being monitored and/or restricted at any time. Unauthorized or improper use of this system shall be subject to disciplinary action, prosecution or both.

2. Enter the email address you would like to sign up with and click Next. (Note: the email address used for creating an account cannot be changed. If the email used for account creation becomes inaccessible, invalid, or outdated then a new account must be created with a new email address).



**DHCS**

### Create account

Enter the email you'd like to sign up with.

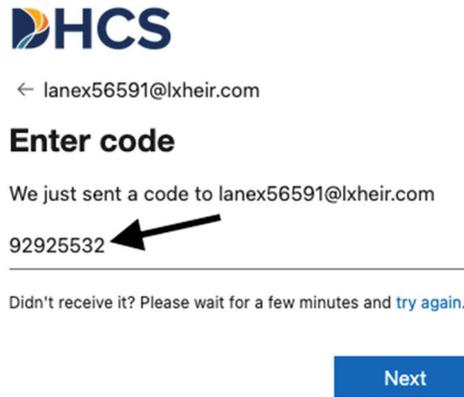
lanex56591@lxheir.com

Back Next

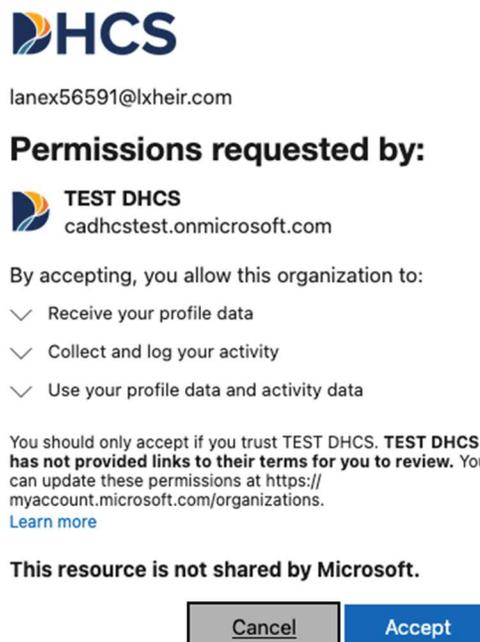
Legal WARNING: This is a State of California system for official use by authorized users; subject to being monitored and/or restricted at any time. Unauthorized or improper use of this system shall be subject to disciplinary action, prosecution or both.



3. A code will be sent to the registered email address. Enter the code and click Next.  
The code expires after 30 minutes.



4. A permissions box will open. Click Accept to move on to the next screen.





5. The details box will open. Provide the required details and click Continue.

**DHCS**  
**Add more details**  
You can use this email to sign in next time.  
ianex56591@lxheir.com  
First Name  
Last Name  
Company name  
Position  
Mobile phone  
Address  
Zip  
City  
State/Province  
Cancel Continue

Users should now see the OAHA document upload page:

The screenshot shows the OAHA document upload page. At the top, there is a navigation bar with the DHCS logo and various menu items. Below the navigation bar, the page title is "The Office of Administrative Hearings and Appeals". The main content area contains a form for uploading documents. The form includes a "Matter ID or Case / Appeal Number" field, an "On Behalf of (Name of Party):" field, and a "Select Files:" section with a "Browse..." button and an "Upload" button. Below the form, there is a message about OAHA's normal business hours. At the bottom, there is a table titled "Uploaded Files" with columns for "File Name", "Matter ID or Case / Appeal Number", "On Behalf of (Name of Party)", and "Uploaded Date". The table currently shows "No data available in table" and "Showing 0 to 0 of 0 entries".



## Document Upload

1. Enter the Matter ID, Case Number, or Appeal Number, if applicable. Enter the name of the party submitting documents on behalf of the member. Note that this is a required field as denoted by the red asterisk.

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### The Office of Administrative Hearings and Appeals

Matter ID or Case / Appeal Number: 123456

On Behalf of (Name of Party): \* John Doe

Select Files: \*  
Browse... No files selected.

Upload

2. Click the Browse button under Select Files and navigate to the location on your device where the file(s) are stored. You may select multiple or individual files.

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### The Office of Administrative Hearings and Appeals

Matter ID or Case / Appeal Number: 123456

On Behalf of (Name of Party): \* John Doe

Select Files: \*  
Browse... No files selected.

Upload

3. Click Upload. A notification message will appear before you can proceed with the upload. If you are ready to upload the selected file(s), click Yes. If you are not ready to upload the files, click No.

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### The Office of Administrative Hearings and Appeals

Matter ID or Case / Appeal Number: 123456

On Behalf of (Name of Party): \* John Doe

Select Files: \*  
Browse... OAHA Portal Guide.docx

Upload



**Are you sure?**

Once you submit and upload the file(s), you will not be able to remove them. If you're sure, please proceed by clicking Yes.

Yes No

- A notification message will appear upon successfully uploading the documents. Click OK.

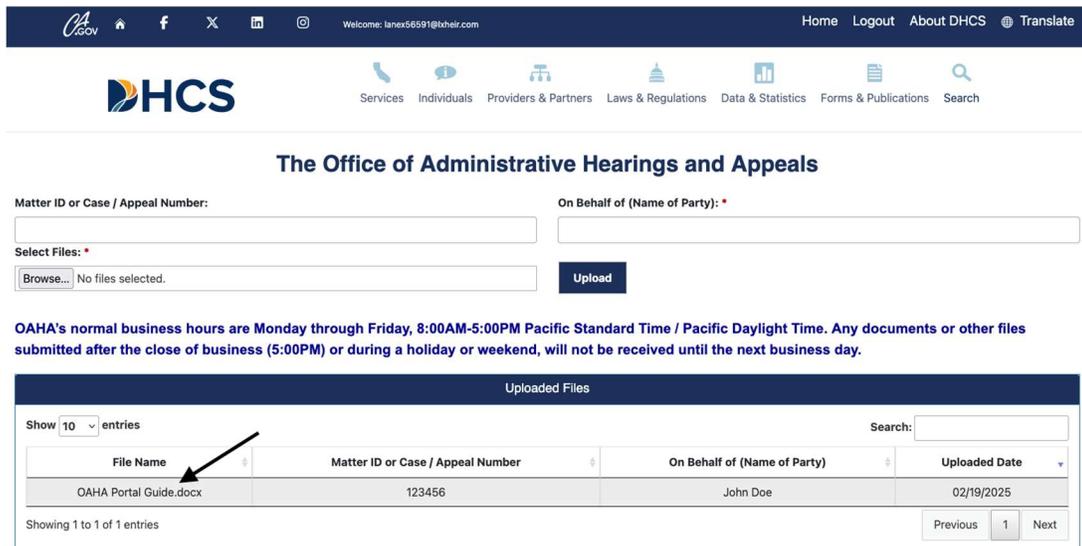


**Success!**

Files have been uploaded successfully.

OK

- All uploaded files should be listed under the Uploaded Files table.

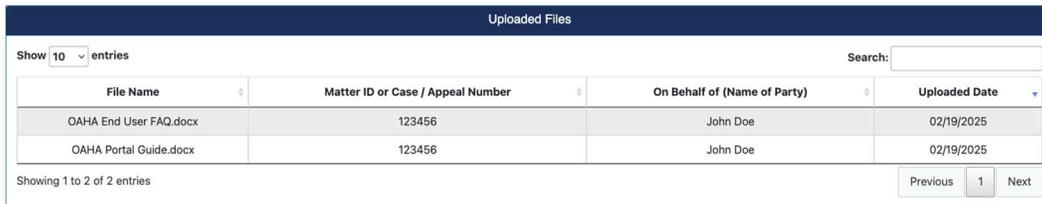


The screenshot shows the DHCS website header with navigation links and the OAHA portal interface. The 'Uploaded Files' table contains the following data:

File Name	Matter ID or Case / Appeal Number	On Behalf of (Name of Party)	Uploaded Date
OAHA Portal Guide.docx	123456	John Doe	02/19/2025

## Reviewing Upload History

- Users can review their upload history by searching the Uploaded Files table.

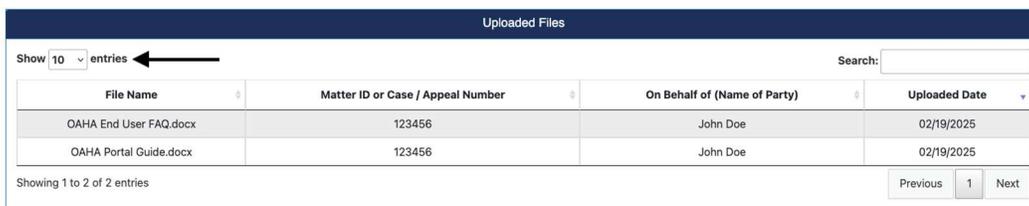


The screenshot shows the 'Uploaded Files' interface. At the top, there is a 'Show 10 entries' dropdown and a search box. Below is a table with the following data:

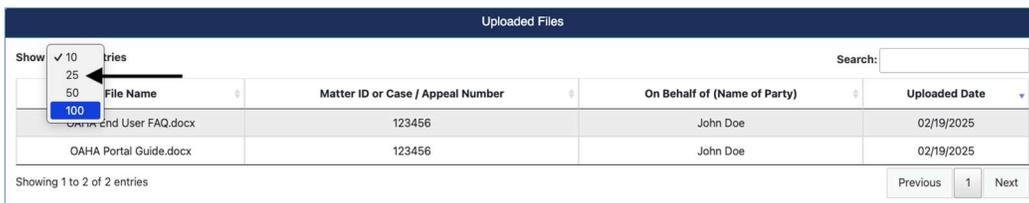
File Name	Matter ID or Case / Appeal Number	On Behalf of (Name of Party)	Uploaded Date
OAHA End User FAQ.docx	123456	John Doe	02/19/2025
OAHA Portal Guide.docx	123456	John Doe	02/19/2025

At the bottom, it says 'Showing 1 to 2 of 2 entries' and has 'Previous', '1', and 'Next' buttons.

- Clicking the Show entries drop down allows users to select the number of files that can be viewed on the page. The range allows for 10 – 100 file names to viewed at once.

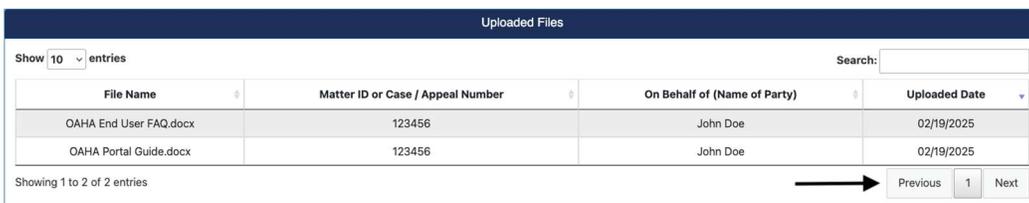


This screenshot is identical to the previous one, but an arrow points to the 'Show 10 entries' dropdown menu.



This screenshot shows the 'Show' dropdown menu open, with options 10, 25, 50, and 100. An arrow points to the '100' option.

- Users can view additional files by clicking Next on the bottom right corner of the Uploaded Files table.



This screenshot is identical to the previous ones, but an arrow points to the 'Next' button in the pagination controls.

- Users can sort fields within the Uploaded Files table by clicking the arrow buttons.



Uploaded Files

Show 10 entries

Search:

File Name	Matter ID or Case / Appeal Number	On Behalf of (Name of Party)	Uploaded Date
OAHA Portal Guide.docx	9987845	Alice Doe	02/19/2025
OAHA End User FAQ.docx	1239854	Charles Doe	02/19/2025
OAHA Portal Guide.docx	1236548	Ryan Doe	02/19/2025
OAHA Portal Guide.docx	1234589	Steve Doe	02/19/2025
OAHA End User FAQ.docx	1234568	James Doe	02/19/2025
OAHA Portal Guide.docx	1234567	Jane Doe	02/19/2025
OAHA End User FAQ.docx	123459	Rob Doe	02/19/2025
OAHA Portal Guide.docx	123458	Bob Doe	02/19/2025
OAHA End User FAQ.docx	123456	John Doe	02/19/2025
OAHA Portal Guide.docx	123456	John Doe	02/19/2025

Showing 1 to 10 of 12 entries

Previous 1 2 Next

- Users can use the Search box within the Uploaded Files table to find specific files by type or name. In the example below, searching “Alice” returns results with the name “Alice” in a field.

Uploaded Files

Show 10 entries

Search: Alice

File Name	Matter ID or Case / Appeal Number	On Behalf of (Name of Party)	Uploaded Date
OAHA Portal Guide.docx	9987845	Alice Doe	02/19/2025

Showing 1 to 1 of 1 entries (filtered from 12 total entries)

Previous 1 Next

2<sup>nd</sup> Example: searching “123456” returns results that have those numbers in one of the fields.

Uploaded Files

Show 10 entries

Search: 123456

File Name	Matter ID or Case / Appeal Number	On Behalf of (Name of Party)	Uploaded Date
OAHA End User FAQ.docx	1234568	James Doe	02/19/2025
OAHA Portal Guide.docx	1234567	Jane Doe	02/19/2025
OAHA End User FAQ.docx	123456	John Doe	02/19/2025
OAHA Portal Guide.docx	123456	John Doe	02/19/2025

Showing 1 to 4 of 4 entries (filtered from 12 total entries)

Previous 1 Next

## Frequently Asked Questions (FAQ)

### General Questions

Q: What is the purpose of this portal?

*A: The portal is for litigants and their legal representatives to electronically file appeals and related documents with OAHA.*

Q: Who can access the portal?

*A: Individuals, entities, and their legal representatives can access the portal by registering with a valid email address.*

### Account Registration & Login

Q: How do I register for the portal?

*A: OAHA e-filing portal users must register an account with a valid email address. An email address is required to receive the authentication verification code. The verification code is for one-time use and will expire after*

Q: Why do I need an authentication verification code when logging in?

*A: For security purposes, a new authentication verification code is generated when a user logs in/out of the portal. The authentication verification code is unique and sent to the registered user's email address used during the account setup process. The verification is single use and only valid for 30 minutes.*

Q: I didn't receive the authentication verification email. What should I do?

*A: If you do not receive the authentication verification email during account registration, contact the DHCS Help Desk at (916) 440-7000, Monday – Friday, 7:30am – 5:30pm.*

Q: How do I update my profile information if something changes?

*A: Contact the DHCS Help Desk for assistance at (916) 440-7000, Monday – Friday, 7:30am – 5:30pm. Note: email addresses cannot be changed for an existing profile. An outdated or invalid email address will require users to register a new account using the new email address.*

## **Using the Portal**

Q: Where can I find a guide on how to use the portal?

A: A user guide can be found by clicking here (link).

Q: What file types are accepted?

A: *The OAHA portal allows for common file types to be uploaded such as PDF, Microsoft Word, Excel, .mp4, & .wmv formats.*

Q: Are there file size limits?

A: *Files are limited to 2gb in size. Files exceeding 2gb will need to be separated into smaller files for upload.*

Q: How do I search for files I have uploaded?

A: *Users can search for uploaded files by clicking the search bar on the document upload screen grid. The search allows for the use of full or partial document names to obtain search results.*

## **Technical Support & Troubleshooting**

Q: Which web browsers are supported by the portal?

A: *The portal supports Microsoft Edge or Google Chrome.*

Q: What should I do if documents won't upload?

A: *Verify the documents being uploaded are supported file types and under 2gb in size. For additional support contact the DHCS Help Desk at (916) 440-7000, Monday – Friday, 7:30am – 5:30pm.*

Q: Who do I contact for technical support?

A: *Contact the DHCS Help Desk at (916) 440-7000, Monday – Friday, 7:30am – 5:30pm for assistance with technical issues.*