

**Informal Dispute Resolution (IDR) Process**

1. When a provider does not agree with deficiencies cited on a Statement of Deficiencies, the provider may request an IDR meeting of the deficiencies in lieu of, or in addition to, a formal appeal.
2. The request for an informal dispute resolution of deficiencies does not stay the requirement for submission of an acceptable plan of correction and allegation of compliance within the required time frame or the implementation of any remedy, and does not substitute for an appeal.
3. Requesting an Informal Dispute Resolution
  - a. A written request for an informal dispute resolution must be made to DPSQA or its designated agent as directed in the provider's Statement of Deficiencies within ten calendar days of the receipt of the Statement of Deficiencies from the Division of Provider Services and Quality Assurance. The request must:
    - i. List all deficiencies the provider wishes to challenge; and
    - ii. Contain a statement whether the provider wishes the IDR meeting to be conducted by telephone conference, by record review, or by a meeting in which the parties appear before the impartial decision maker.
4. Matters which may be heard at IDR
  - a. The IDR is limited to deficiencies cited on a Statement of Deficiencies. Issues that may not be heard at an IDR include, but are not limited to:
    - i. The scope and severity assigned the deficiency by the Division of Provider Services and Quality Assurance, unless the scope and severity allege substandard quality of care or immediate jeopardy;
    - ii. Any remedies imposed;
    - iii. Any alleged failure of the survey team to comply with a requirement of the survey process;
    - iv. Any alleged inconsistency of the survey team in citing deficiencies among facilities; and,
    - v. Any alleged inadequacy or inaccuracy of the IDR process.