

Informal Dispute Resolution

IDR

What is IDR?

- ▶ Free informal appeal
- ▶ Affords facilities one opportunity to refute survey findings they disagree with
- ▶ Resolve differences outside of formal litigation

How to Request an IDR

- ▶ Submit request form within 10 calendar days* after receipt of 2567/3724
- ▶ Submit to IDR@hhsc.state.tx.us
- ▶ If timely - request is sent to MPRO (new)
- ▶ If not timely - denied

<https://hhs.texas.gov/doing-business-hhs/vendor-contractor-information/informal-dispute-resolution-process>

*If the due date is a Saturday, Sunday, or legal holiday, the official due date becomes the next business day

Supporting Documentation

- ▶ After requesting the IDR, create a rebuttal letter and gather documentation to support your position
- ▶ Must be received by MPRO no later than the 5th calendar day after the request form was sent
 - ▶ Same rules apply about weekends and holidays
- ▶ One copy - submitted one of two ways (new)
 - ▶ Online portal (www.mpro.org/texas-idr)
 - ▶ Regular mail
 - ▶ NO email - MPRO will not accept it
- ▶ If not timely, request is denied

Supporting Documentation

- ▶ Should demonstrate facility's compliance at the time of the survey
 - ▶ Focus on rule and findings cited
- ▶ Submit
 - ▶ Policies
 - ▶ Medical records (MAR, MD visits, etc.)
 - ▶ Photographs (LSC)
- ▶ Do not submit
 - ▶ Plan of Correction
 - ▶ New information (did not exist at time of survey)
 - ▶ Complaints
- ▶ Anything you submit will be shared with Regulatory (and vice versa)

IDR Conferences

- ▶ Opportunity to present information
- ▶ Reviewer may ask questions
- ▶ Phone and Face-to-Face
- ▶ Video (new)

IDR Recommendation

- ▶ Report will be distributed within 30 calendar days
 - ▶ Facility representative (or attorney if listed on IDR Request Form)
 - ▶ Regulatory
- ▶ Contain only tags on Request Form and disputed
- ▶ Concludes informal appeal

Questions and Contact Information

Allison Levee - Director

Allison.levee@hhsc.state.tx.us

Sandra Lopez - Team Leader

Sandra.Lopez@hhsc.state.tx.us

IDR@hhsc.state.tx.us