

Indiana State Department of Health Health Care Quality and Regulatory Commission

Independent Informal Dispute Resolution Timeline

Indiana State Department of Health (ISDH)
Health Care Quality and Regulatory Commission
Program Policy and Procedure

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Cancel: Use of Informal Dispute Resolution in Long Term Care Policy (Rev. 4/11/00)

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The following table provides a timeline for the ISDH Independent Informal Dispute Resolution (IIDR) process. The table may be helpful in identifying some of the components of this review process.

NOTE: A survey is only eligible for Independent Informal Dispute Resolution if there is a survey finding with a scope and severity level of “G” or higher, a civil money penalty (CMP) is imposed, and the penalty is subject to being placed in escrow.

Step	Event	Response and Timeline
1	Notice of Imposition of a Civil Money Penalty (CMP) issued to facility by CMS.	CMS provides notice of opportunity for an Independent Informal Dispute Resolution (IIDR) in the <i>Notice of Imposition of a Civil Money Penalty (CMP)</i> letter.
2	Notice of opportunity for an Independent Informal Dispute Resolution	Facility must request an Independent Informal Dispute Resolution process within 10 calendar days of receipt of the offer. (See separate document: Instructions for Requesting an Independent Informal Dispute Resolution)
3	Request for an Independent Informal Dispute Resolution process	The ISDH sends a letter via the Survey Report System to the facility confirming the receipt of the Independent IDR request and with information on the independent process.
4	ISDH notifies the independent entity of Independent IDR request	The ISDH sends request and all supporting documentation to independent entity within five (5) calendar days.

5	Opportunity to Comment	The ISDH will notify the involved resident or resident representative (for a complaint only) and the Indiana Long Term Care Ombudsman of all independent informal dispute resolution requests and provide the opportunity to comment. Comments must be received by the ISDH within 14 calendar days of the notice and sent to the independent entity.
6	Independent entity review	The independent entity must complete the review, create a written record and submit to ISDH within 30 calendar days of date records sent.
7	ISDH receives written record from independent entity	Within 10 calendar days of receiving the written record, ISDH reviews all of the facility's supporting documentation and the independent entity's recommendations.
8	ISDH completes the review and makes determination	<ul style="list-style-type: none"> • Agrees with independent entity: ISDH completes the Independent Informal Dispute Resolution Process – see below. • Disagrees with independent entity: ISDH forwards to CMS Region V for review. CMS reviews and provides response and final decision to ISDH within 10 calendar days of receipt.
9	ISDH completes the Independent Informal Dispute Resolution Process	<ul style="list-style-type: none"> • ISDH enters any changes as a result of the IDR process in the Aspen Central Office computer system. • ISDH sends notification of the final decision to the facility through the Survey Report System.
10	Completion of the Independent Informal Dispute Resolution process	The Independent Informal Dispute Resolution process must be completed within 60 calendar days of request.

NOTE: Federal regulations and guidance include numerous steps and a specific timeline for completion of the independent informal dispute resolution process. A facility requesting independent informal dispute resolution must submit supporting documentation for review at the time of the request for independent informal dispute resolution. The ISDH will not be able to allow additional time for submission of supporting documentation to be reviewed by the independent entity.