

Informal Dispute Resolution Timeline



Indiana Department of Health (IDOH)
Consumer Services & Health Care Regulation Commission
Program Policy and Procedure
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Cancels: Use of Informal Dispute Resolution (IDRP in Long Term Care Policy (Rev. 4/11/00)
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The following table provides a timeline for the IDOH Informal Dispute Resolution (IDR) process. The table may be helpful in identifying some of the components of the IDR process.

Step	Event	Response and Timeline
1	Notice of Indiana Department of Health (IDOH) survey findings via Survey Report System (SRS)	Provides notice of opportunity for an Informal Dispute Resolution (IDR) in the letter attached with the survey report (2567)
2	Notice of opportunity for Informal Dispute Resolution	Facility must request the Informal Dispute Resolution (IDR) process within 10 calendar days of receipt of IDOH letter and survey findings. This is done when submitting the Plan of Correction through the Survey Report System. Supporting documentation for the IDR should also be submitted at this time.
3	Request for Informal Dispute Resolution process	IDOH confirms receipt of request and provides information to the facility or agency (provider) on the Informal Dispute Resolution process and contact information through the Survey Report System.
4	Request for Informal Dispute Resolution process	IDOH will proceed with the desk (paper) review Informal Dispute Resolution or will call the provider to schedule the face-to-face or video conference meeting.
5	IDOH completes the Informal Dispute Resolution review process	<ul style="list-style-type: none">• All supporting documentation is reviewed• Determination is made

		<ul style="list-style-type: none"> • IDOH enters any changes as a result of the IDR process in the Aspen Central Office or iQIES computer system. • IDOH sends notification of the final decision to the provider through the Survey Report System.
6	Completion of the Informal Dispute Resolution process	<p>Desk (paper) Review:</p> <ul style="list-style-type: none"> • The Informal Dispute Resolution process must be completed within 45 calendar days of the date of the request for desk (paper) review. <p>Face-to-face or Video Conference Review:</p> <ul style="list-style-type: none"> • The meeting will be scheduled within 30 calendar days of the date of the request. • The face-to-face or video conference Informal Dispute Resolution process will be completed within 45 calendar days of the date of the meeting.

