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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
LANSING

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DIRECTOR

INSTRUCTIONS FOR REQUESTING AN INFORMAL DISPUTE RESOLUTION

As the State Survey Agency for the Centers for Medicare and Medicaid Services (CMS), the Department of Licensing and Regulatory Affairs Bureau of Community and Health Systems (LARA-BCHS) contracts with the Michigan Peer Review Organization (MPRO) to provide IDR review services. When a provider disputes a citation(s) in a Statement of Deficiencies (CMS-2567), the provider may request an Informal Dispute Resolution (IDR). To be eligible, a provider must electronically submit its request to MPRO within 10 calendar days of receiving the CMS-2567. Depending on the scope and severity of the citation(s) being disputed, the IDR review may be conducted by MPRO or LARA-BCHS as follows:

Citations that are severity levels 3 and 4 (Scope & Severity = G, H, I, J, K, and L) – Referring to the LTC Scope and Severity Grid, MPRO will conduct the review of these high-level citations at no cost to the provider and recommend to LARA-BCHS whether a citation should be supported, amended, or deleted.

Citations that are severity levels 1 and 2 (Scope & Severity = A, B, C, D, E, and F*) – For these lower-level citations a provider has two options. The provider may choose to have MPRO conduct these reviews for a charge of \$150 per citation plus \$137.50 per hourly rate x the number of hours to complete the review. Or a provider may choose to have LARA-BCHS conduct the review at no charge. LARA-BCHS reviews will be done by personnel who are separate from the Federal Survey and Certification Division.

LTC Scope and Severity Grid / Deficiency Categorization

Level 4	J	K	L
Level 3	G	H	I
Level 2	D	E	F*
Level 1	A	B	C

* Any F level citation with a substandard quality of care (SQC) will be referred to MPRO for review.

MPRO Conference Call – For citations reviewed by MPRO, the provider may request a conference call with MPRO to discuss its rebuttal. The cost to the provider is \$150.

To request an IDR, within 10 calendar days of receiving the CMS-2567, submit the **IDR Request Form** (LARA/BCHS – 108 [7/2021]) electronically, along with any supporting documentation, to the **MPRO portal** (www.mpro.org/idr). Documents must be submitted through the MPRO portal (not via email or U.S. mail). Provide an explanation for any documentation submitted that was not provided at the time of survey. For questions, please contact MPRO staff: Charlene Kawchak-Belitsky at 248-465-1038 or Aris Rhodes-Bond at 248-465-7405.

LARA/BCHS - 108 (7/2021)
Authority P.A. 368 of 1978 as amended

The Michigan Department of Licensing and Regulatory Affairs will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, marital status, disability, or political beliefs. If you need assistance with reading, writing, hearing, etc., under the Americans with Disability Act, you may make your needs known to this agency.

Informal Dispute Resolution (IDR) Request Form

Facility Name:	
CMS Provider Number:	
Contact Name/Title:	
Contact Phone Number:	Contact Email Address:
Survey Exit Date:	Date 2567 Received:
Event ID:	Date Request for IDR Submitted:

Levels 3 and 4

Example: F604/J	3.	6.	9.
1.	4.	7.	10.
2.	5.	8.	11.

Levels 1 and 2

Example: F551/D	3.	6.	9.
1.	4.	7.	10.
2.	5.	8.	11.

Provider Selections:

For Levels 1 and 2, select an agency to conduct the review:

- MPRO** – I request MPRO at cost of \$150 per citation plus \$137.50 per hourly rate x the number of hours to complete the review. LARA will invoice provider.
- LARA-BCHS** – I request LARA-BCHS at no cost. The provider must submit the supporting documentation for these citations to MPRO as a separate PDF. MPRO will forward the separate documentation to LARA-BCHS for review.

Optional MPRO Conference Call

For citations reviewed by MPRO the provider may request a conference call with the MPRO Reviewer. This enables the provider to present an overview of the material submitted and answer questions from the MPRO reviewer. The conference call is limited to one hour. The survey process is not to be discussed during this call. If the provider has concerns about the survey process, those questions should be referred to LARA-BCHS. A conference call with MPRO is only an option for tags that are reviewed by MPRO.

- MPRO conference call requested. Additional cost to provider is \$150. LARA to invoice provider.
- No conference call.