



# Informal Dispute Resolution (IDR)

**New Option: Nursing Home Administrators may request an IDR conference call with the MPRO Reviewer**



# Welcome & Introduction

## Speakers:

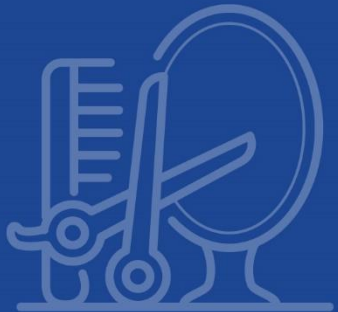
**Heather Hosey, RN, BSN**

Director of the Health Facility Licensing, Permits, and Support Division within the LARA Bureau of Community and Health Systems

**Charlene Kawchak-Belitsky, RN, BSN, NHA**

Director of IDR/IIDR

Michigan Peer Review Organization (MPRO)



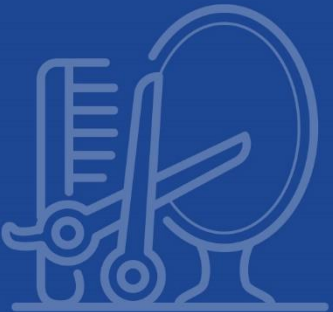
# Goal and Objectives

- Introduce a new conference call option that will be available beginning on May 1, 2021.
- As a result of this meeting, you will be able to:
  - Decide whether a conference call is warranted.
  - Request a conference call with MPRO using the proper form and procedure.
  - Understand the purpose, logistics, and parameters of the conference call.

# Informal Dispute Resolution (IDR)

- CMS requires the State Survey Agency to offer Informal Dispute Resolution at no cost to the LTC Provider.
- LARA fulfills this obligation through a contract with MPRO to review the provider's case and recommend a resolution to LARA. LARA is responsible for making the decision.





## Telephonics = IDR Conference Call

- In recent years, several states have offered an additional service, which is often referred to as “telephonics.”
- “Telephonics” simply means that the LTC Provider may request a conference call with the MPRO Reviewer. The conference call enables the Provider to present its case and answer any questions about the attachments submitted in support of its position.



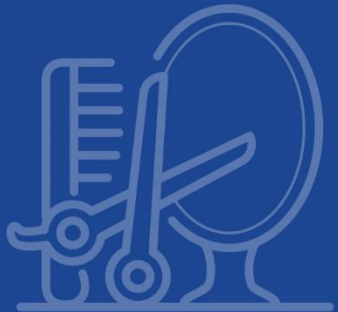
# IDR Conference Call Parameters

- Conference calls are not required by CMS.
- LTC Providers requested this service. A facility may opt to request a conference call or not.
- If a facility requests a conference call, MPRO will schedule and host it.

# IDR Conference Call Parameters continued . . .

- The call is limited to one hour.
- Conference calls are only available for informal dispute resolutions (IDRs). This option is not available for Independent Informal Dispute Resolutions (IIDRs) because they involve CMS and have a rigid time-frame.





## Cost of IDR Conference Call

- A LTC Provider that requests a conference call will be invoiced \$150 to cover the cost.
- The invoice must be paid by ACH (Automated Clearinghouse) within 30 days.





# How to Request an IDR Conference Call

- Use the **IDR Request Form**, which is available on the LARA-BCHS website:

[LARA - Dispute Resolution \(michigan.gov\)](https://www.michigan.gov/lara)

- This form is being revised to include the option to request a conference call with MPRO. The revised form will be posted on **May 1, 2021**.



GRETCHEN WHITMER  
GOVERNOR

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

ORLENE HAWKS  
DIRECTOR

### INSTRUCTIONS FOR REQUESTING AN INFORMAL DISPUTE RESOLUTION (IDR)

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 **within 10 calendar days of receiving the CMS-2567**. As the CMS State Survey Agency (SA), the Department of Licensing and Regulatory Affairs (LARA) contracts with the Michigan Peer Review Organization (MPRO) to provide IDR services. Therefore, all IDR requests must be submitted electronically to MPRO.

To request an IDR, submit the **IDR Request Form** (LARA/BCHS – 108 [4/2021]) electronically, along with any supporting documentation, **within 10 calendar days of receiving the CMS-2567** to the **Michigan Peer Review Organization (MPRO) portal** ([www.mpro.org/idr](http://www.mpro.org/idr)).

Documents must be submitted through the MPRO portal to be considered (not via email or U.S. mail). Provide an explanation for any documentation submitted with the IDR request that was **not provided** to the SA at the time of the survey (attach additional pages as needed). For questions, please contact MPRO staff: Charlene Kawchak-Belitsky at 248-465-1038 or Aris Rhodes-Bond at 248-465-7405.

#### Optional MPRO Conference Call

In addition to the desk review, the provider may request a conference call with MPRO to provide an overview of the rebuttal material submitted and to answer any questions the MPRO reviewer might have. The conference call is limited to one hour. A representative from the State Survey Agency may be on the call. The survey process is not to be discussed during this call. Instead, if the provider has concerns about the survey process, those should be referred to the SA directly.

- Within 10 calendar days of receiving the CMS-2567, submit:
  1. The IDR Request Form
  2. Your Case
  3. All Supporting Documents
- Submit all documents electronically to the MPRO Portal. [www.mpro.org/idr](http://www.mpro.org/idr)

### Informal Dispute Resolution (IDR) Request Form

Facility Name:		
CMS Provider Number:		
Contact Name/Title:		
Contact Phone Number: (XXX) XXX-XXXX		
Contact Email Address:		
Survey Exit Date:	Date 2567 Received:	Event ID:

List each citation being disputed, including scope and severity:

Example: F604/J	4.	8.	12.
1.	5.	9.	13.
2.	6.	10.	14.
3.	7.	11.	15.

Optional – Provider may request a conference call with MPRO. The cost is \$150. LARA will invoice the provider.

Yes, provider requests a conference call with MPRO at the provider's expense.

Name and title of individual submitting this request for informal dispute resolution:

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Date Submitted: \_\_\_\_\_

Submit this form electronically to the MPRO Portal: [www.mpro.org/idr](http://www.mpro.org/idr)

LARA/BCHS - 108 (4/2020)  
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.

- Submit this page to MPRO.
- Fill it out completely.
- The Survey Exit Date is at the top of the CMS-2567.
- The Event Identification (ID) number is printed at the bottom of the CMS-2567.
- If you want a conference call, check the box.



# Conference Call Logistics

- Once the IDR request is accepted, MPRO will assign a Reviewer; and if a conference call is requested, MPRO will schedule it with the Requestor.
- The MPRO Reviewer will host and lead the call.



# Conference Call Participants

- The LTC Provider designates one representative to present its case. Usually, this would be the Nursing Home Administrator, the Director of Nursing, or another person who is responsible for responding to the survey citation(s).
- The LTC Provider may designate others to participate in the call, such as Legal Counsel.
- LARA-BCHS will designate one representative to join the call. LARA personnel will be in listen-only mode.



Next Speaker:



Charlene Kawchak-Belitsky, of MPRO



# Charlene Kawchak-Belitsky

R.N., BSN, NHA

Director of IDR/IIDR



# MPRO IDR 12-Step Process

1. MPRO receives IDR request form and case materials via IDR portal.
2. MPRO notifies State Agency of date case received by email with the IDR request form attached.
3. State Agency sends back a determination of whether the case is timely.
4. If timely, they attach the 2567 for the indicated Event Number.



## MPRO IDR 12-Step Process (cont.)

5. If **not** timely, State Agency will notify Provider by email.
6. If a conference call is requested, the assigned Reviewer indicates availability for call back to MPRO Project Specialist.
7. MPRO emails the contact person indicated on the IDR request form with a potential date and time for the call. There is flexibility with scheduling within designated time frames.

## MPRO IDR 12-Step Process (cont.)

8. Once confirmed, MPRO sends IDR conference call information back to Provider and State Agency with call-in information via IDR conference call flyer.
9. MPRO will request an anticipated list of your call attendees, with job titles, to be emailed to MPRO and State Agency 48 hours prior to call. Details will be in email from MPRO.
10. Assigned Reviewer hosts the call with an introduction and turns the call over to the Provider to present the case materials.

## MPRO IDR 12-Step Process (cont.)

11. It is important to have full disclosure for everyone on the call regarding who is participating and in what capacity. E.g., Provider or State.
12. The Reviewer may or may not have questions for the provider and will not discuss any initial recommendation for the citation(s).

# Additional Conference Call Information

- The call will not be recorded.
- The call allows you an opportunity to provide an overview of your rebuttal and materials submitted. To make the best use of the available time, facilities are encouraged to prioritize their concerns and present information succinctly.

# Additional Conference Call Information (cont.)

- Discussions about survey process or survey team conduct should **not** be held during the call. That discussion should be referred to the State Agency.
- Please keep background noise to a minimum. Allow one speaker at a time so the information can be heard clearly.
- MPRO reports their recommendation to the State Agency who will notify you regarding the outcome of the IDR for each citation.

# Thank You!

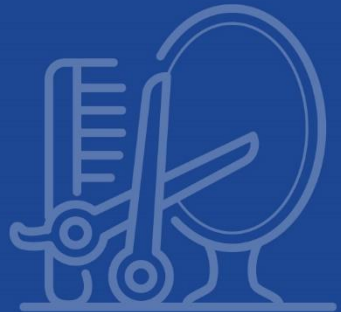
**Helping Healthcare Get Better**

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248-465-7300 | [mpro.org](http://mpro.org)





# Summary

- On May 1, 2021, a new IDR Request Form will be posted on the LARA-BCHS website. In addition, a copy will be sent to you through our listserv for LTC facilities.
- IDR Conference Calls may be requested on May 1 and thereafter.
- Requesting facilities will be invoiced \$150.

# Q & A

- For more information, contact:

Karen Krzanowski, Manager

LARA Bureau of Community and Health Systems

Legislative Reporting, Rules, FOIA, and

Training Section

[krzanowskik@michigan.gov](mailto:krzanowskik@michigan.gov)

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