

STATE OF MICHIGAN
 Department of Licensing and Regulatory Affairs
 Bureau of Survey and Certification

The Bureau of Survey and Certification (BSC) contracts with iMPROve Health to conduct Informal Dispute Resolution (IDR) reviews for CMS. Providers can request an IDR when disputing a Statement of Deficiencies (SOD or CMS-2567), per State Operations Manual, Chapter 7, section 7212.

IDR requests must be submitted electronically via the iMPROve portal within 10 calendar days of the receipt of the SOD. Your IDR due date and Plan of Correction (POC) due date are the same.

- Scope and severity can only be disputed if the tag is Substandard Quality of Care (SQC) or Immediate Jeopardy (IJ).
- Non-SQC/IJ citations are reviewed for possible deletion only.
- Disputing the survey process is not allowed.

To request an IDR:

- Submit this (1) **IDR Request Form**, (2) **a list of deficiencies being disputed and why**, and (3) **documentation supporting your rebuttal** via: www.improve.health/idr
- Include explanations for any new documentation not presented during the survey.

For assistance, contact:

- iMPROve: Aris Rhodes-Bond at 248-465-7405 or Bailey Brokmeyer at 248-465-1035
- BSC: Jessica Mauer at 313-316-3001

To Be Completed by Provider:			
Name - Facility:		CCN:	
Mailing Address:		City and Zip:	State:
Contact Name, Phone Number, and Email Address:		Survey Event ID:	
Survey Exit Date:		Date SOD Received:	
Was IJ and/or SQC Cited? If 'Yes' list tag number(s) <input type="checkbox"/> YES <input type="checkbox"/> NO Tag(s):		Date of IDR Request:	
Type of Review Requested: <i>Phone reviews are \$150, paid by facility</i> <div style="text-align: right;"> <input type="checkbox"/> TELEPHONE <input type="checkbox"/> DESK REVIEW ONLY </div>			
Enter the disputed federal tag(s) and the primary reason for requesting IDR (from the following list) in the space below. Enter only one reason for each tag. Facilities may not use the IDR process to challenge scope and severity assessments of deficiencies unless the scope and severity assessment constitutes IJ or SQC.			
01 Disputing the deficiency / findings		02 Incorrect Scope (<i>only if IJ or SQC</i>)	
03 Incorrect Severity (<i>only if IJ or SQC</i>)		04 Other – EXPLAIN	
Tag / Scope & Severity	Reason for IDR Code	Tag / Scope & Severity	Reason for IDR Code