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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**

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 iMPROve Health-formally 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 iMPROve Health 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 iMPROve Health 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, iMPROve Health 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 iMPROve Health 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 iMPROve Health for review.

**iMPROve Health Conference Call** – For citations reviewed by iMPROve Health, the provider may request a conference call with iMPROve Health 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 [8/22]) electronically, along with any supporting documentation, to the **iMPROve Health portal** <https://www.mpro.org/review-services/informal-dispute-resolution/>. Documents must be submitted through the iMPROve Health 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 iMPROve Health staff: Charlene Kawchak-Belitsky at 248-465-1038 or Aris Rhodes-Bond at 248-465-7405.

LARA/BCHS - 108 (8/2022)  
Authority P.A. 368 of 1978 as amended

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## 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

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

### Levels 1 and 2

<b>Example: F551/D</b>	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:

- iMPROve Health** – I request iMPROve Health 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 iMPROve Health as a separate PDF. iMPROve Health will forward the separate documentation to LARA-BCHS for review.

### Optional iMPROve Health Conference Call

For citations reviewed by iMPROve Health the provider may request a conference call with the iMPROve Health Reviewer. This enables the provider to present an overview of the material submitted and answer questions from the iMPROve Health 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 iMPROve Health is only an option for tags that are reviewed by iMPROve Health.

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

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