Updated: Changes Coming to Informal Dispute Resolution (IDR) Process

Information posted July 27, 2017

Senate Bill 304 from the 2015 Legislature required the Health and Human Services Commission (HHSC) to contract with a disinterested non-profit organization to perform informal dispute resolutions (IDR) reviews.

All IDR requests from nursing homes, assisted living facilities and Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Condition (ICF/IIDs) will be performed by the Michigan Peer Review Organization (MPRO), starting Sept. 1.

MPRO is nationally recognized for conducting IDRs for various states, and we look forward to working with them. The contractor might perform some reviews during the transition in August. HHSC will notify those facilities when they ask for the IDR.

To ask for an IDR, submit a fully executed request form to HHSC within 10 calendar days of receiving the official Form 2567/Form 3724. If the request is timely, HHSC will forward the request to MPRO. Facilities must then submit a rebuttal letter and supporting documentation directly to MPRO within the timeframes listed below:

Rebuttal letter and supporting documentation due dates are as follows:

- For Nursing Facilities and ICF/IIDs, five calendar days after submitting the IDR request form to HHSC on time.
- For assisted living facilities, 15 calendar days after submitting the IDR request form to HHSC on time.

* If the due date falls on a Saturday, Sunday or legal holiday, the due date becomes the next business day.

You may submit rebuttal information via MPRO’s IDR secure application that will be available after August 14, 2017 at www.mpro.org/texas-idr, or by mail to the address below:

MPRO - IDR Department
22670 Haggerty Road, Suite 100
Farmington Hills, MI 48335
www.mpro.org/texas-idr

For questions or problems with submitting supporting documentation, contact MPRO:

Barbara Lewis, IDR Project Specialist: 248-465-7405
Charlene Kawchak-Belitsky, IDR Senior Manager: 248-465-1038
Email: iidrgroup@mpro.org

The IDR process gives facilities an opportunity to dispute survey findings. Facilities should specify why each tag (federal and state) is being disputed and what outcome is desired. Facilities should also explain the relevance of any supporting documentation submitted for review.

Allegations regarding surveyor conduct should not be reported during the IDR process. Complaints regarding surveyor conduct should be submitted in writing to regulatory internal investigations at RegInternal.Investigations@dads.state.tx.us, or Compliance and Oversight, PO Box 149030, mail code E353, Austin TX 78714.
For more information on how to register a complaint, refer to Provider Letter No. 14-07 - Complaints Regarding Surveyors.

Questions may be submitting in writing to IDR@hhsc.state.tx.us, or by contacting Allison Levee at Allison.Levee@hhsc.state.tx.us.