

# Indiana State Department of Health Health Care Quality and Regulatory Commission

## Informal Dispute Resolution Timeline

Indiana State Department of Health (ISDH)  
Health Care Quality and Regulatory Commission  
Program Policy and Procedure

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Cancels: Use of Informal Dispute Resolution (IDR) in Long Term Care Policy (Rev. 4/11/00)

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Revised: n/a

The following table provides a timeline for the ISDH Informal Dispute Resolution (IDR) process. The table may be helpful in identifying some of the components of the IDR process.

<b>Step</b>	<b>Event</b>	<b>Response and Timeline</b>
1	Notice of Indiana State Department of Health (ISDH) survey findings via Survey Report System (SRS)	Provides notice of opportunity for an Informal Dispute Resolution (IDR) in the letter attached with the survey report (2567).
2	Notice of opportunity for Informal Dispute Resolution	Facility must request the Informal Dispute Resolution (IDR) process within 10 calendar days of receipt of ISDH letter and survey findings. This is done when submitting the Plan of Correction through the Survey Report System. Supporting documentation for the IDR should also be submitted at this time.
3	Request for Informal Dispute Resolution process	The ISDH confirms receipt of request and provides information to the facility on the Informal Dispute Resolution process and contact information through the Survey Report System.
4	Request for Informal Dispute Resolution process	ISDH will proceed with the desk (paper) review Informal Dispute Resolution or will call the facility to schedule the face-to-face meeting.

5	ISDH completes the Informal Dispute Resolution review process	<ul style="list-style-type: none"> <li>• All supporting documentation is reviewed.</li> <li>• Determination is made.</li> <li>• ISDH enters any changes as a result of the IDR process in the Aspen Central Office computer system.</li> <li>• ISDH sends notification of the final decision to the facility through the Survey Report System.</li> </ul>
6	Completion of the Informal Dispute Resolution process	<p>Desk (paper) Review:</p> <ul style="list-style-type: none"> <li>• The Informal Dispute Resolution process must be completed within 45 calendar days of the date of the request for desk (paper) review.</li> </ul> <p>Face-to-face Review:</p> <ul style="list-style-type: none"> <li>• The face-to-face meeting will be scheduled within 30 calendar days of the date of the request.</li> <li>• The face-to-face Informal Dispute Resolution process will be completed within 45 calendar days of the date of the face-to-face meeting.</li> </ul>