

INFORMAL DISPUTE RESOLUTION PROCESS

Purpose: The purpose of this informal process is to give providers one opportunity to refute cited deficiencies after any survey.

The Informal Dispute Resolution Process (IDR) allows you to present your concerns to employees of the Health Standards Section who have not been involved in either your facility's survey or the identification of the deficient practices listed on the FORM CMS-2567 and/or STATE FORM. This is an informal process and it is not necessary for your attorney to be present; however, if you wish for your attorney to be included in the informal dispute resolution, please advise this office via telephone at: (225) 342-6006 or via email at: HSS.IDR-Sanction@la.gov.

The IDR process may be accomplished by:

1. Submitting a written request for IDR specifying the deficient practice citations in dispute and the reasons for dispute. You may submit the request to: LDH/Health Standards Section, Attention IDR Program Manager, P. O. Box 3767, Baton Rouge, LA 70821-3767. You may also submit your written request via email to: HSS.IDR-Sanction@la.gov. The request must be received by the Health Standards Section within ten (10) **calendar** days of receipt of the FORM CMS-2567 or STATE FORM.
2. A. Submitting documentation for paper review that you think demonstrates that deficiencies written by the survey team were written in error;
OR
B. Participation in a face to face meeting and submitting documentation in the meeting that you think demonstrates that deficiencies written by the survey team were written in error.

***IDR's requested for surveys conducted as a result of a complaint are conducted as paper reviews.**

Facilities **may not** use the IDR process to delay the formal imposition of remedies **or** to challenge any other aspect of the survey process, including the:

- Scope and severity assessments of deficiencies with the exception of scope and severity assessments that constitute substandard quality of care or immediate jeopardy;
- Remedy (ies) imposed by the enforcing agency;
- Alleged failure of the survey team to comply with a requirement of the survey process;
- Alleged inconsistency of the survey team in citing deficiencies among facilities; or
- Alleged inadequacy or inaccuracy of the informal dispute resolution process.

PLEASE NOTE:

The informal dispute process does not postpone the termination action and does not exempt the facility from submitting a plan of correction.