

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

**Independent Informal Dispute Resolution
Timeline**

ISDH Division of Long Term Care

Program Policy and Procedure

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

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The following table provides a timeline for the ISDH independent informal dispute resolution process. The table may be helpful in identifying some of the components of the independent process.

Step	Event	Response and Timeline
1	Notice of imposition of a civil money penalty issued to facility by CMS	Provides notice of opportunity for an independent informal dispute resolution within 30 calendar days of notice
2	Notice of opportunity for an independent informal dispute resolution	Facility must request an independent informal dispute resolution process within 10 calendar days of receipt of offer
3	Request for an independent informal dispute resolution process	Independent informal dispute resolution process must be completed within 60 calendar days of timely request
4	Request for an independent informal dispute resolution process	The ISDH provides to the facility information on the independent process and contact information
4	Request for an independent informal dispute resolution process	If a complaint survey, the ISDH provides notice of opportunity to comment to the involved resident or resident representative and State Long Term Care Ombudsman prior to the beginning of the independent informal dispute resolution review process

5	Notice of opportunity to comment	In order to ensure that comments are considered in the review process, comments must be received by the ISDH within 14 calendar days of the notice
6	Request for an independent informal dispute resolution process	The ISDH sends request and record to independent entity who must complete review within 20 calendar days of date record sent
7	Independent entity completes review	Creates written record within 10 calendar days and submits to the ISDH
8	ISDH receives written record from independent entity	ISDH makes decision within 10 calendar days
9a	If ISDH agrees with the independent entity	ISDH sends written notification of the final decision to the facility within 10 calendar days of receiving the written record
9b	If ISDH disagrees with the independent entity, recommendation is forwarded to CMS for review	CMS Region V Office reviews and provides response to ISDH within 10 calendar days of receipt
9bb	ISDH receives CMS response and decision	ISDH sends written notification of the final decision to the facility
10	Completion of the informal dispute resolution or independent informal dispute resolution process	ISDH enters requests and changes in the ASPEN system within 10 working days of completion of the process

Table Created: December 19, 2011 TW