

# Do You Need INFORMAL DISPUTE RESOLUTION Assistance? Primaris can help.

## WHAT OUR CLIENTS HAVE TO SAY:

**“I love the fact that it is now being heard by a third party who have a vested interest in LTC and quality of care in the LTC setting. I appreciate Primaris being willing to take this on and keeping an open mind.”**

**“Very non-confrontational and very professional. I felt comfortable sharing with both Primaris and with DHSS.”**

**“As I have never experienced the IDR process previously, I did not know what to expect. The process was made much easier and “user friendly”, with Primaris’ assistance and the hearing was conducted very professionally. Please express our thanks all of your staff!”**



The state Department of Health & Senior Services (DHSS) are required to survey every licensed long-term care facility in the state of Missouri at least twice per fiscal year. Nursing homes in the state have an opportunity, under state law, to refute citations issued by DHSS and may exercise their right to disprove the findings of the state surveys through Primaris.

Since our organization was contracted by the state to perform review services in the summer of 2011, Primaris’ team of skilled reviewers have conducted informal reviews with the highest regard for objectivity, professionalism and fairness to all parties involved.

## WHY FILE FOR INFORMAL DISPUTE RESOLUTION (IDR)?

- A statement of deficiency is public information and posted publicly following a survey. Certain citations are included in Nursing Home Compare calculation and scoring methodology. Those consumers “shopping” around for a nursing home for their loved one may be referred to Nursing Home Compare to assess and evaluate nursing home scores.
- Some nursing homes will be assessed CMP’s (civil monetary penalties) in accordance with noncompliance as result of citations issued in the SOD. These can be very costly to long-term facilities.
- A nursing home facility has nothing to lose by requesting and completing an IDR request/review with the exception of time incurred organizing and preparing supportive documentation for review and the time spent during the IDR conference.
- Even though a nursing home facility may not “win” their IDR by getting a citation swiped from their public record, other positive outcomes may result such as a reduction in Scope/Severity or removal of examples cited within a particular regulation.
- On an average, Primaris has recommended revisions (deletion) of citations 20 -25% and DHSS has agreed with Primaris recommendation 94% of the time.

## THE FOUR SIMPLE STEPS TO COMPLETEING YOUR IDR:



### 1. Complete Intake Form

Submit the intake form within ten days of SOD receipt, and Primaris will arrange a desk review or a conference either in-person or by telephone.



### 2. Submit Your Documents

Exhibits to help refute findings will be due at least five days before the desk review or meeting.



### 3. Conference Participation

Our team of skilled reviewers conduct informal reviews with the highest regard for objectivity, professionalism and fairness to all parties involved.



### 4. Receive Notification

Within ten days of the conference, the IDR reviewer will make a decision. The facility will receive notification via letter from DHSS.