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**iMPROve Health is a Certified Independent Dispute Resolution Entity**

**GRAND RAPIDS, MI, Nov. X, 2022 –** The Department of Health and Human Services, the Department of Labor, and the Department of the Treasury have certified [iMPROve Health](http://www.mpro.org) to serve as a certified independent dispute resolution (IDR) entity in the Federal process for the No Surprises Billing Act.

iMPROve Health will serve as an arbitrator between out-of-network providers (including clinicians, facilities, and air ambulance services) and payers (including group health plans, individual and group health insurers, or Federal Employees Health Benefits Carriers). If a provider and a payer can’t agree on the reimbursement for an out-of-network item or service that is covered by the No Surprises Act, iMPROve Health is now one of the certified IDR entities which can be selected to determine the payment amount.

“iMPROve Health is excited to participate in this important process that removes patients from out-of-network payment disputes between providers and payers,” said Leland Babitch, M.D., MBA, president & CEO.

To learn more about the No Surprises Act, visit the [Centers for Medicare & Medicaid Services](https://www.cms.gov/nosurprises). If you have any questions related specifically to the Federal IDR process, or to initiate a dispute, contact the official CMS IDR email: FederalIDRQuestions@cms.hhs.gov.

You may choose [iMPROve Health](http://www.mpro.org) (IDREApp-151) as your IDR entity from this [list of entities](https://www.cms.gov/nosurprises/Help-resolve-payment-disputes/certified-IDRE-list).

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*iMPROve Health, formerly known as MPRO, is a national leader in healthcare quality improvement and medical review. Our goal is simple — we are helping healthcare get better. We provide medical consulting and review, as well as data analysis to federal agencies, state Medicaid and public health organizations, healthcare facilities, private health plans and other third-party payers. Our services offer our clients and partners access to a proven, impartial, connected resource that understands and navigates the intricacies of healthcare.*