iMPROve Health IDR/IIDR
Frequently Asked Questions

Q: Where do I find the event number?
A: The event number is found on the bottom of each page of your 3724 and/or 2567 in the middle of the footer. *Example:* ABC411.

Q: When will I get my results?
A: iMPROve Health submits their recommendation directly to the state agency. We cannot provide you with the report or the recommendation. Results are shared differently in each state according to their time frames.

Q: How do I submit a case?
A: *First:* Your state must have a contract with iMPROve Health for IDR and/or IIDR. Please check with your state agency. Please follow the specific instructions in the letter from your state agency (IDR) or CMS (IIDR) regarding how to submit your case materials.
Second: For electronic submission, our IDR webpage has instructions and a direct link to our IDR Secure Applications Portal.

Q: What is the difference between IDR (Informal Dispute Resolution) and IIDR (Independent Informal Dispute Resolution)?
A: Your opportunity to submit an IDR is provided when you first receive your statement of deficiencies from your state agency; information is detailed in the letter from them. Your opportunity to submit an IIDR is provided *IF* you receive a letter from CMS specifically giving you the opportunity. IIDR is usually associated with civil money penalties. There are other specific differences that can be found in chapter 7 of the CMS State Operations Manual.

Q: What type of files can I upload to the IDR Secure Applications Portal?
A: PDF, Word, Excel, PowerPoint, AVI video, ZIP, Bitmap images, JPEG images, PNG images, TIFF images, Text, or HTML. You can submit one file with everything or multiple files. If you have numerous files, you can create zip files for efficiency.

Q: I oversee multiple facilities, can I submit electronic cases for more than one facility?
A: Yes. You will need to associate your user account with the new facility. See IDR Portal Facility User Instruction Section 4: New Facility Association.

Q: Who can I contact if I have questions?
A: Contact iMPROve Health IDR staff Aris Rhodes-Bond at arhodes-bond@improve.health or 248-465-7405, or Charlene Kawchak-Belitsky at ckbelitsky@improve.health or 248-465-1038.