



Federal Independent Dispute Resolution

Since 2022, iMPROve Health has been certified by the Department of Health and Human Services, the Department of Labor, and the Department of the Treasury to serve as an official independent dispute resolution entity (IDRE) in the federal IDR process, also known as the No Surprises Act. Our decades of medical review experience make iMPROve Health uniquely qualified to navigate the complexity of determining whether disputes are eligible for the federal IDR process. iMPROve Health is one of thirteen certified No Surprises Act dispute resolution entities in the country.

Our goal is simple: We are helping healthcare get better.

Our No Surprises Act Services and Expertise

- Decades of experience providing quality improvement and review services across the country.
- Expert review staff with extensive experience as registered nurses, long-term care administrators, and life safety code specialists.
- Objective, confidential, and secure review processes ensure no conflicts of interest.
- Quick timelines and delivery of thousands of resolutions each month.



The No Surprises Process

- If an out-of-network provider, facility, or provider of air ambulance services and a health plan, issuer, or FEHB carrier can't agree on a payment amount for an out-of-network item or service provided and covered by the No Surprises Act.
- For certain out-of-network services, the health plan, provider, or facility must start an open negotiation period that lasts 30 business days. At the end of the negotiation period, if the health plan and provider or the facility has not agreed on a payment amount, either party can begin the IDR process.

CONNECT WITH US

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The iMPROve Health Difference

Quality is at the core of everything we do.

- **Advanced Arbiters:** Our arbiters are licensed with expertise in healthcare law, dispute resolution, mediation, arbitration, contract law, commercial litigation, and compliance. They have completed training from the American Health Law Association (AHLA) or the American Arbitration Association (AAA).
- **Decades of Healthcare Experience:** Our trained and qualified experts, with decades of experience, conduct our reviews.
- **Continuous Quality Improvement:** Our review processes integrate continuous quality improvement principles.
- **Rigorous Training:** Our ongoing staff training ensures our reviewers maintain up-to-date knowledge of the No Surprises Act and state surprise billing laws.



Higher Quality, Healthier Communities

iMPROve Health is a 501(c)(3) nonprofit corporation with a multidisciplinary staff of healthcare professionals, registered nurses, physicians, long-term care nurse administrators, statisticians, and IT, communications, and public health experts. We are dedicated to improving healthcare across the continuum of care using evidence-based and data-driven logic. We work to improve the quality of healthcare delivery through prospective provider education, sharing of best practices, and providing independent, unbiased, retrospective reviews of the provision of care.

iMPROve Health is committed to promoting quality healthcare, protecting and assisting healthcare consumers, providers, and payers, and creating innovative solutions to healthcare challenges.

We Can Help You

Put our powerful network of healthcare experts to work for your organization.

Quality Improvement

- ACO Quality Measure Education, Abstraction, and Reporting
- Cancer Control, Screening, and Prevention
- Chronic Disease Management
- CMS Quality Improvement
- Healthcare Data and Analytics
- Mental Health

Review Services

- Informal Dispute Resolution (IDR)
- Independent Informal Dispute Resolution
- Independent Review
- Peer Review
- State and Federal IDR (No Surprises Act)
- Virtual CMO™

iMPROve Health is fully accredited as an Independent Review Organization (IRO) by URAC, an independent, nonprofit organization that promotes healthcare quality through accreditation and certification programs. As a member of NAIRO, an association of URAC-accredited IROs, we collaborate on issues facing the rapidly changing healthcare arena.



Incorporated: June 26, 1984

Business Type: Nonprofit 501(c)(3)

Classification: IRO and QIO-Like Entity

Unique Entity Identifier: HL3UKMFLMJC7

Mission: Helping Healthcare Get Better

Learn more at <https://www.improve.health/no-surprises-act>