



Informal Dispute Resolution and Independent Informal Dispute Resolution

Since 1984, iMPROve Health has been a national leader in healthcare quality improvement and medical review. With decades of URAC-accredited experience, we are committed to providing the best in Informal Dispute Resolution (IDR) and Independent Informal Dispute Resolution (IIDR) services for state agencies and healthcare providers across the country.

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

IDR and IIDR Solutions

- Customized solutions to meet clients' specific needs
- Experienced review staff with diverse backgrounds including registered nurses, surveyors, long-term care nurse administrators, and life safety code specialists
- Objective, confidential, and secure review processes that ensure no conflicts of interest
- Quick resolution timelines and delivery
- Rigorous, efficient, data-driven decision-making processes



Provider Types

iMPROve Health offers IDR and IIDR review options for providers who dispute federal and/or state deficiencies following standard and complaint-based Healthcare and Life Safety Code surveys. Our review staff carefully assesses cited deficiencies and facility materials provided to refute citations. iMPROve Health reviewers have expertise in conducting reviews for the following provider types:

- Assisted Living Facilities
- Home Health Agencies
- Hospice
- Intermediate Care Facilities for Individuals with Intellectual Disabilities
- Life Safety Code
- Nursing Homes
- Other State-Licensed Care Facilities

CONNECT WITH US

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The iMPROve Health Difference

Quality is at the core of everything we do.

- **Effective Communication:** Our administrative team ensures prompt and consistent communication to assist you with your needs.
- **Proven Quality Improvement Principles:** Our IDR/IIDR processes integrate quality improvement principles, including internal auditing of our decisions, to ensure consistent reliability and to identify educational opportunities.
- **Respected Source:** iMPROve Health has been a trusted IDR/IIDR review service provider for several decades.
- **Robust Training:** Our ongoing staff training ensures our reviewers maintain up-to-date knowledge of federal regulations and practice standards.
- **Thorough Reviews:** Each case undergoes two levels of review to ensure quality results.
- **URAC Accreditation:** Our proven standards ensure appropriately trained and qualified experts conduct our reviews.
- **User-Friendly Portal:** Easy electronic case submission through a secure online portal.



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

- Federal and State Independent Dispute Resolution (No Surprises Act)
- Informal Dispute Resolution
- Independent Informal Dispute Resolution
- Independent Review
- Peer Review
- 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/idr-iidr>