

Independent Dispute Resolution (IDR) Gateway



IDR Entity Selection Response User Guide

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Introduction

This user guide contains instructions for completing the certified Independent Dispute Resolution entity (IDRE) selection process. This document is intended for use by health care providers, health care facilities, providers of air ambulance services, group health plans, health insurance issuers, and Federal Employees Health Benefits (FEHB) carriers to help resolve payment disputes.

As referred to in this document, a health care provider, facility, or provider of air ambulance services, and a plan, issuer or FEHB carrier are the “parties” in the Federal IDR process. Instructions for a party also apply to a representative acting for a party. Certified Independent Dispute Resolution (IDR) entities are also referred to as “certified IDR entities,” or “certified entity.” The Department of Health and Human Services, the Department of Labor, and the Department of Treasury are collectively referred to as “the Departments.”



Important: The “IDRE Selection” phase in the Federal IDR process occurs immediately after the initiating party submits its “Notice of IDR Initiation” web form where, among other information, it indicates its preferred certified IDR entity. The non-initiating party must then submit the “IDR Entity Selection Response” web form to either accept the initiating party’s preferred certified IDR entity or propose an alternative. If the parties cannot agree, the Departments will select a certified IDR entity on their behalf.

- On November 13, 2026, the Federal IDR process will transition from single-use web forms into the IDR Gateway.
- For a limited period, parties can continue to submit the “IDR Entity Selection Response” and “IDR Entity Reselection Response” web forms without signing in to the IDR Gateway. Refer to the user guides on the [Overview of rules & fact sheets](#) for instructions.
- The “IDR Entity Selection Response” and “IDR Entity Reselection Response” web forms will not be available outside the IDR Gateway after January 15, 2027. Parties must create an IDR Gateway account to continue participating in the Federal IDR process.

Federal IDR Process Guidance from the Departments

Guidance issued by the Departments of the Treasury, Labor, Health and Human Services, (collectively, the Departments) and Office of Personnel Management (OPM) can be found in Frequently Asked Questions (FAQs) documents listed on the following pages:

- U.S. Department of Health and Human Services (CMS.gov No Surprises): [Overview of rules and fact sheets](#)
- U.S. Department of Labor: [Frequently Asked Questions](#)



Important: Send any questions regarding the certified IDR entity selection process and the selection and reselection response web form to the Federal IDR Questions mailbox at: FederalIDRQuestions@cms.hhs.gov.

1 IDR Entity Selection Response

The “IDR Entity Selection Response” web form is sent to the non-initiating party immediately after the initiating party starts the Federal IDR process by submitting the “Notice of IDR Initiation” web form. The “IDR Entity Selection Response” web form gives the non-initiating party an opportunity to, among other things, indicate whether it has a conflict of interest (COI) or disagree with the initiating party’s preferred certified IDR entity and attest to whether the Federal IDR process applies to the items and services under dispute.

When completing the “IDR Entity Selection Response” web form, the non-initiating party will review the dispute information and must answer the following questions:

- Is the Health Plan Type provided by the initiating party correct?
- Does the non-initiating party have a COI with the selected certified IDR entity?
- Does the non-initiating party agree to the certified IDR entity selected by the initiating party to handle this dispute?
- Does the non-initiating party agree that the items or services under dispute qualify for the Federal IDR process, and if not, why?

If the non-initiating party is a health plan, it must attest to the **Health Plan Type** selected by the initiating party. If the non-initiating party disagrees with the **Health Plan Type**, it must select the correct * **Health Plan Type**.

If the non-initiating party has a COI with the initiating party’s preferred certified IDR entity, the non-initiating party must indicate its preferred alternative certified IDR entity.

If the non-initiating party attests that the Federal IDR process does not apply, additional justification is required, and may require additional rationale text and/or documentation.

Any fields in the web form marked with an asterisk (*) are required fields.



Important: If the non-initiating party does not complete and submit its “IDR Entity Selection Response” web form within 3 business days, the Departments will proceed with the certified IDR entity selected by the initiating party for the dispute unless the certified IDR entity has a COI.

1.1 Before Starting the IDR Entity Selection Response

Before starting the “IDR Entity Selection Response” web form, the non-initiating party should review the documentation provided by the initiating party via the “Notice of IDR Initiation” web form, which is found on the **Documents** tab of the “Dispute Record” page.

1. [Sign in](#) to the IDR Gateway.
2. From the Home menu bar, select the **Submit Selection** option from the Disputes dropdown list. The “Disputes” page displays.
3. Select the **Selection Due** tab.
4. From the “Selection Due” table, select the linked dispute number. The “Dispute Record” page for that dispute number displays.
5. From the “Dispute Record” page, select the Documents tab. The documentation associated with the dispute displays.

The following naming conventions are used for files uploaded on the “Notice of IDR Initiation” web form:

- **IDRNoticeOfInitiation.** PDF of the “Notice of IDR Initiation” web form.
- **ProofofOpenNegotiation.** Document with proof of the open negotiation start date.
- **NEGEXT.** Document with proof that the initiating party received an extension approval from the Federal IDR mailbox.
- **NEGCOOL.** Document with proof that the item(s) or service(s) under dispute was subject to the cooling off period, which ended no more than 30 business days from the date of initiation.

The screenshot shows the 'Documents' tab in the IDR Gateway. The page header includes navigation links (Home, Disputes, Reports), a search bar, and a user profile (JOHN SMITH). The 'Documents' tab is selected, showing a list of documents submitted for a dispute. The list includes columns for File Name, Upload Source, Size, and Date Uploaded. The documents listed are:

File Name	Upload Source	Size	Date Uploaded
IDRNoticeOfInitiation_DISP-3612345_9/16/2026.pdf	Notice of Initiation	51 KB	9/16/2026
ProofofQPA_TestOrgA_DISP-3612345_DLI - 10120837_9/16/2026.docx	Notice of Initiation	12 KB	9/16/2026
ProofofQPA_TestOrgA_DISP-3612345_DLI - 10120836_9/16/2026.docx	Notice of Initiation	12 KB	9/16/2026
ProofofQPA_TestOrgA_DISP-3612345_DLI - 10120835_9/16/2026.docx	Notice of Initiation	12 KB	9/16/2026
ProofofOpenNegotiation_TestOrgA_DISP-3612345_9/16/2026.docx		12 KB	9/16/2026

Figure 1. Dispute Record (Documents Tab)

If the non-initiating party determines that the Federal IDR process does not apply to one or more of the items or services under dispute that the initiating party submitted in the “Notice of IDR Initiation” web form, the non-initiating party may need to submit additional information and/or documentation.

The non-initiating party must complete and submit the “IDR Entity Selection Response” web form in a single session.

- For security reasons and protection of personal data, the session will time out after 60 minutes of inactivity and a “Session Expiring!” message will display.
- If there is no response within 60 seconds, the system will end the session and return to the [No Surprises Act](#) web page. Select **Continue** to restart the 60-minute timer for inactivity.
- If the non-initiating party exits the web form before completing all the information and submitting it, the information entered is not saved. The following window displays.

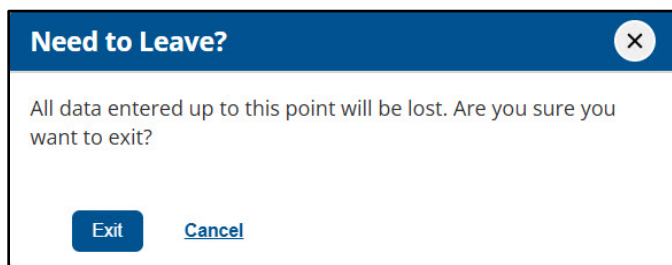


Figure 2. Need to Leave Confirmation

- If the non-initiating party exits the web form (for any reason) before completing and submitting it, the non-initiating party can access the web form again through the link provided via email until it submits the web form or until the deadline to submit the web form passes, whichever comes first.

1.2 Access the IDR Entity Selection Response Web Form in the IDR Gateway

The initiating and non-initiating party will receive an email from the [Auto Reply Federal IDR Questions](#) mailbox with information and instructions on how to complete the “IDR Entity Selection Response” web form.

Parties can access the “IDR Entity Selection Response” web form within the IDR Gateway one of two ways:

- All parties with IDR Gateway accounts can access the web form using the link in the system-generated email. Refer to [Section 1.2.1](#) for steps.
- Parties who have joined an organization can navigate to the “IDR Entity Selection Response” web form within the IDR Gateway. [Refer to Section 1.2.2](#) for steps.

1.2.1 Access the Web Form Using a Link

1. Select the IDR Gateway web form link from the email with the following subject line: “Action Required for DISP-XXXXXX: Certified IDR Entity Selection Agreement or Disagreement Needed.”
2. Sign in to the IDR Gateway.
 - a. If the non-initiating party has joined an IDR Gateway organization, the “Dispute Overview” page displays. Refer to [Section 1.3](#) for next steps.
 - b. If the non-initiating party has NOT joined an organization, the “Enter dispute reference number” page displays.

1.2.2 Access the Web Form from Within the IDR Gateway

1. From the Home menu bar, select the **Submit Selection** option from the Disputes dropdown list. The “Disputes” page displays.
2. Select the **Selection Due** tab.
3. From the Selection Due table, select the linked dispute number. The “Dispute Record” page for that dispute number displays.
4. From the “Next Actions” section or from the **Selection** tab, select the **Respond to IDRE Selection** button. The first page of the web form displays.



Parties can also search for a dispute and to navigate to the “Dispute Record” page to access the “IDR Selection Response” web form from the **Selection Due** tab.

5. On the “Enter your dispute reference number” page enter the five- to nine-digit IDR * **Dispute Reference Number** in the following format: “DISP-XXXXXX.” The * **Dispute Reference Number** (also referred to as “IDR reference number”) is provided in the email received from the [Auto Reply Federal IDR Questions](#) mailbox with the subject line: “Action Required for DISP-XXXXXX: Certified IDR Entity Selection Agreement or Disagreement Needed.”
6. If the non-initiating party enters the incorrect * **Dispute Reference Number** or it does not enter the * **Dispute Reference Number** using the correct format (DISP-XXXXXX), the non-initiating party will receive the following error message: “Sorry. We can't find this dispute reference number. Confirm you have the correct dispute reference number by reviewing the email you received from FederalIDRQuestions@cms.hhs.gov and re-enter your dispute reference number.
7. After entering the correct * **Dispute Reference Number**, using the proper format, select Continue to navigate to the next page of the “IDR Entity Selection Response” web form. Selecting **Cancel** will take the non-initiating party to the “Home” page.

1.3 Dispute Overview

The first page of the “IDR Entity Selection Response” web form is the “Dispute Overview” page. On this page of the web form, the non-initiating party will review information the initiating party provided on the “Notice of IDR Initiation” web form and update available fields if necessary.

If the non-initiating party is a health care provider, facility, or provider of air ambulance services, it will provide its **Tax ID** or **National Provider Identifier (NPI)**, if necessary. If the non-initiating party is a health plan, issuer, or FEHB carrier, it will attest that the **Health Plan Type** listed is correct or update it if necessary. Before updating any information on this web page:

1. Review the information and instructions before proceeding.

An official website of the United States government [Here's how you know](#)

Home Disputes Reports Search... JOHN SMITH

Home > Disputes > DISP-3592124 > Selection Response Form

IDR Entity Selection Response for DISP-3592124

1 Payment Dispute Overview 2 Contact Information 3 IDRE Selection Review 4 Federal Applicability Review 5 Sign & Submit 6 Confirmation

1 Disputing parties will have **3 business days** from the date of IDR Initiation to jointly select a certified IDR entity. If parties do not come to an agreement within that time period, the Departments will randomly assign a certified IDR entity.

IMPORTANT: The administrative fee is \$15.00.

REMINDER: You must complete and submit the form in a single session. For security reasons and protection of personal data, your session will time out after 30 minutes of inactivity.

Dispute Overview

Overview

Note: If we don't receive a response from you within **three (3) business days**, we'll proceed with using the certified IDR entity selected by the initiating party for this dispute unless the certified IDR entity has a COI.

Use this form if you were notified that a Notice of IDR Initiation has been submitted.

As the non-initiating party, you will be asked to review the dispute information that has been provided and answer the following questions:

- Do you have a conflict of interest (COI) with the selected certified IDR entity?
- Do you agree to the certified IDR entity selected by the initiating party to handle this dispute?
- If you have a COI or don't agree to the selected certified IDR entity, review the list of certified IDR entities and select an alternative certified IDR entity. You must not have a conflict of interest and should choose an alternative certified IDR entity with which you do not have a COI.
- Do you agree that the items or services under dispute qualify for the Federal IDR process, and if not, why?

Need Help? Contact FederalIDRQuestions@cms.hhs.gov if you have any questions about this form.

How to Complete the IDR Entity Selection Response Web Form

The below form contains key information from the Notice of the Initiation form and required attestations related to conflict of interest, Federal IDR process applicability and Federal IDR process requirements. Please update the key information as appropriate and complete the required fields. A * indicates a required field. If a field that you would like to change is a field that is not editable, please ask the certified IDR entity to update this information in the Federal IDR portal.

Figure 3. IDR Entity Selection Response (Dispute Overview)

2. Review the name provided in the **Initiating Party** field, which identifies who filed the dispute.
3. In the **Current IDRE Selected** field, review the name of the initiating party's preferred certified IDR entity. If the non-initiating party has a COI, or does not agree to the initiating party's preferred certified IDR entity, it will have an opportunity to indicate this later in the web form.

Current Selection Information		
Initiating Party: TestOrgC	Non-Initiating Party: TestOrgA	Current IDRE Selected: IDRE TEST ACCOUNT 5

Figure 4. Dispute Overview (Current Selection Information)



Important: If a change to a non-editable field is needed, the non-initiating party can ask the certified IDR entity to update this information in the Federal IDR portal after receiving the “Certified IDR Entity Assigned” email for the dispute. Note that certified IDR entities are not permitted to update all fields.

1.3.1 Notice of IDR Initiation Form Documentation Section

If the non-initiating party or its representative has not joined an organization in the IDR Gateway, Notice of IDR Initiation Form Documentation section displays on the “Dispute Overview” page. In this section of the web form, the non-initiating party should review the documentation provided by the initiating party via the “Notice of IDR Initiation” web form.

If the non-initiating party has joined an organization, it can review documents associated with the dispute from the Documents tab of the Dispute Record page. Refer to [Section 1.1](#) for steps to navigate to the **Documents** tab and naming conventions for files uploaded to a dispute record.

1.3.2 Summary of Qualified Items and/or Services Section

In this section of the web form, the non-initiating party should review the qualified items and/or services provided in the “Summary of Qualified Items and/or Services” table. This table displays the complete list of items or services that are being disputed. Review each item or service and:

1. Determine whether the Federal IDR process applies to each item or service listed. If the non-initiating party determines the Federal IDR process does not apply to one or more of the items or services, the non-initiating party will have the opportunity to indicate this on the next page of the web form.
2. Update any of the editable fields, if appropriate. The non-initiating party can contact the certified IDR entity to request a change to a non-editable field.

Summary of Qualified Items and/or Services									
This is a summary of the dispute items or services entered.									
Search this table									
	Description of item(s) or service(s)	Claim Number	Date of Service	* Cost Sharing Allowed	Initial Payment Amount	QPA	Location of Service	Service Code	Place of Service Code
1	Total Knee Replacement	ECKT78409JL52	07/27/2026	\$3,000.00		\$6,000.00	AK	27447	21
2	Arthroscopy	123456789A	07/27/2026	\$1,000.00		\$2,000.00	AK	01638	21
3	Meniscectomy	123456789B	07/27/2026	\$1,000.00		\$2,500.00	AK	07314	21

Figure 5. Dispute Overview (Summary of Qualified Items and/or Services Table)

1.3.3 Dispute Details

In this section of the web form, the non-initiating party should review the start date provided for the open negotiation period and the **Health Plan Type** provided by the initiating party.

To review and verify the open negotiation start date provided, it is recommended to download and review the “IDRNoticeOfInitiation” PDF from the **Documents** tab of the “Dispute Record” page or navigate to the summary of qualified item(s) or service(s) table at the bottom of the screen to review which claims are part of the dispute.

1.3.3.1 Instructions for Health Care Provider, Health Care Facility or Provider of Air Ambulance Services

If the non-initiating party is a health care provider, health care facility, or provider of air ambulance services, it must complete at least one of the two fields to continue to the next page of the web form:

1. **Tax ID.** The Taxpayer Identification Number (TIN) must be 9-digits.
2. **National Provider Identifier (NPI).** The NPI number must be 10-digits.
3. Select **Continue** to navigate to the “Contact Information” page of the web form.
 - a. Selecting **Back** will return to the “Enter your Dispute Reference Number” page. If the non-initiating party has joined an organization, the **Back** button will not display.
 - b. Selecting **Exit** will close the web form without saving the information entered or submitting the web form.

If the non-initiating party is a health plan, issuer, or FEHB carrier the **Tax ID** and **National Provider Identifier (NPI)** fields will not be displayed on this web form.

1.3.3.2 Instructions for Health Plan, Issuer, or FEHB Carrier

If the non-initiating party is a health plan, issuer, or FEHB carrier type it must attest to the following question:

1. ***Is the Health Plan Type provided above correct?** Select the “Yes” or “No” radio button. If “No” is selected (meaning the non-initiating party does not agree with the Health Plan Type provided), an additional *** Health Plan Type** field displays. Select the appropriate *** Health Plan Type** in the dropdown:
 - a. “Individual health insurance issuer”
 - b. “Fully insured ERISA group health plan”
 - c. “Either partially or fully self-insured ERISA group health plan”
 - d. “Federal Employees Health Benefits (FEHB) carrier”
 - e. “Church plan”
 - f. “Non-federal governmental plan (e.g., state and local government plan)”
 - g. “Other”



ERISA refers to the [Employee Retirement Income Security Act of 1974](#).

2. If “Either partially or fully self-insured ERISA group health plan” is selected, the non-initiating party must also answer the following question: *** Has the self-insured plan opted into any specified state laws that would apply to the items and services in this dispute?** Select the radio button next to “Yes” or “No.”
3. If “Federal Employees Health Benefits (FEHB) carrier” is selected, the non-initiating party must answer the following question: *** If FEHB plan, enter 3-digit Enrollment Code.**
4. If “Church Plan” is selected, the non-initiating party must answer the following question:
 - a. ***Is the health plan fully or self-insured?** The non-initiating party must select the radio button to indicate whether the plan is “Fully insured” or “Self-insured.”
 - b. If “Self-insured” is selected, the non-initiating party must also answer the following question: ***Has the self-insured plan opted into any specified state laws that would**

apply to the items and services in this dispute? The non-initiating party must select the radio button next to “Yes” or “No.”

5. If “Non-federal governmental plan (e.g., state and local government plan)” is selected, the non-initiating party must answer the following question:
 - a. ***Is the health plan fully or self-insured?** The non-initiating party must select the radio button to indicate whether its plan is “Fully insured” or “Self-insured.”
 - b. If “Self-insured” is selected, the non-initiating party must also answer the following question: ***Has the self-insured plan opted into any specified state laws that would apply to the items and services in this dispute?** The non-initiating party must select the radio button next to “Yes” or “No.”
6. If “Other” is selected, the non-initiating party must identify the *** Other Health Plan Type** from the dropdown. The *** Other Health Plan Type** options are:
 - a. “Medicare”
 - b. “Medicaid”
 - c. “Medicare Advantage”
 - d. “TRICARE”
 - e. “Indian Health Services”
 - f. “Veterans Affairs Health Services”
 - g. “Short-term Limited Duration”
 - h. “Excepted Benefits (e.g., stand-alone dental or vision)”
 - i. “Retiree-only”
 - j. “Workers Compensation”
 - k. “Health Care Sharing Ministry”
7. Select **Continue** to navigate to the “Contact Information” page of the web form.
 - a. Selecting **Back** will return to the “Enter your Dispute Reference Number” page. If the non-initiating party has joined an organization, the **Back** button will not display.
 - b. Selecting **Exit** will close the web form without saving the information entered or submitting the web form.



Important: Failure to answer the specified state law question, if prompted, will result in an error message: “Self-insured plans must attest to whether or not they have opted into a specified state law that applies to the items and services in a dispute.”

1.4 Contact Information

In this section of the web form, the non-initiating party should verify its contact information and update it, if necessary.

1. Review the * **Name** provided and make corrections if necessary. This field should contain the legal business name for the organization that is the non-initiating party to the dispute (or, in the case of a self-insured group health plan that does not have a legal business name, the legal business name of the plan sponsor).
2. Review the * **Mailing Address Line 1**, **Mailing Address Line 2**, * **City**, * **State**, and * **ZIP Code** provided and make corrections if necessary. This field should contain contact information for the organization that is the non-initiating party to the dispute. The system will display an error message if a special character is used in a field that is **not** in the list of valid special characters: number sign (#), comma (,), hyphens/dash (-), apostrophe ('), period (.), accent mark (à), ampersand (&), tilde (~), forward-slash (/), backward-slash (\), colon (:), semicolon (;), quotation marks ("), and greater than (>).
3. Review the * **Email**, * **Phone Number**, and **Fax** provided and make corrections if necessary.
 - a. Confirm that the email address for the organization handling the payment dispute is listed in the required email field. The organization handling the payment dispute may be the entity named in the dispute or another organization, such as a third-party administrator.
 - b. A validation error displays when the non-initiating party enters fewer than 10 digits in the phone field. The non-initiating party cannot select **Continue** or progress on the web form until 10 digits are entered.
 - c. If the non-initiating party updates the email address, a message displays that updating the email address impacts dispute mapping in the IDR Gateway. Select **Confirm Update** to update the email address. Select **Cancel** to undo updates.
 - d. Review contact information provided in the "Primary Contact Information" section, if applicable, and if necessary, make corrections by entering new information in the field. Complete the fields in the "Primary Contact Information" section if there is another contact that should be included in communications related to the dispute.
4. Review contact information provided in the "Secondary Contact Information (optional)" section, if applicable, and if necessary, make corrections.
5. Add a **Primary Contact Name** or a **Secondary Contact Name** if applicable. If the non-initiating party enters a name in the primary or secondary contact fields it then must enter all contact information, including the mailing address, in order to continue in the web form.
6. Select **Continue** to navigate to the next page of the "IDR Entity Selection Response" web form. Selecting **Back** will take the non-initiating party to the "Dispute Overview" page.

1.5 Certified IDR Entity Selection Review

On this page, the non-initiating party must indicate whether it has a COI or disagrees with the initiating party's preferred certified IDR entity, which is provided in the **Current IDRE Selected** field, at the top of the page.

1. *** Do you have a conflict of interest (COI) with the selected certified IDR entity?** The non-initiating party must indicate whether it has a COI with the initiating party's preferred certified IDR entity by selecting the "Yes" or "No" radio button. If the non-initiating party selects "Yes," to the COI attestation the following question will automatically default to "No" and cannot be updated without updating the COI attestation.
2. *** Do you agree to the certified IDR entity selected by the initiating party to handle this dispute?** The non-initiating party must indicate whether it agrees to the certified IDR entity selected by the initiating party by selecting the "Yes" or "No" radio button.
3. If the non-initiating party indicates that the certified IDR entity selected by the initiating party does have a COI, or it does not agree with the certified IDR entity selected by the initiating party, it must select an alternative certified IDR entity from the *** Certified IDR entity legal business name** dropdown list. For more information on the certified IDR entities refer to the [list of certified IDR entities](#).

Selected Certified Entity Conflict of Interest Attestation

* Do you have a conflict of interest (COI) with the selected certified IDR entity (IDRE TEST ACCOUNT 5):?

☐ Yes

☒ No

* Do you agree to the certified IDR entity (IDRE TEST ACCOUNT 5) selected by the initiating party to handle this dispute?

☐ Yes

☒ No

Alternative certified IDR entity

Select a certified IDR entity from the dropdown list below. [Learn more](#) about certified IDR entities.

* Certified IDR entity legal business name:

Select alternative IDR entity name

Figure 6. Selected Certified Entity Conflict of Interest Attestation

4. *** As the non-initiating party, you must attest to one of the following.** Select the radio button next to the appropriate COI attestation:
 - a. "I (We), the undersigned non-initiating party, attest that to the best of my (our) knowledge the **selected** certified IDR entity doesn't have a disqualifying conflict of interest."
 - b. "I (We), the undersigned non-initiating party, attest that to the best of my (our) knowledge the **alternative** certified IDR entity doesn't have a disqualifying conflict of interest."
5. Select **Continue** to navigate to the "Federal IDR Process Applicability Review" page of the web form.
 - a. Selecting **Back** will return to the "Contact Information" page.
 - b. Selecting **Exit** will close the web form without saving the information entered or submitting the web form.

1.6 Federal IDR Process Applicability Review

1. *** You must attest to one of the following statements.** Select the radio button in front of the appropriate Federal IDR process applicability attestation statement:
 - a. "I (We), the undersigned non-initiating party, attest that the item(s) and/or service(s) at issue are qualified IDR item(s) and/or service(s) within the scope of the Federal IDR process."
 - b. "I (We), the undersigned non-initiating party, attest that the Federal IDR process is NOT applicable to the items and services under dispute."
2. *** If you attested to this statement, select one or more justifications to support why the items and services under dispute do not belong in the Federal IDR process.** If the non-initiating party attests that the Federal IDR process is not applicable, it must select the checkbox next to each applicable justification listed below and provide additional supporting information:
 - a. "This dispute is eligible for a state process to determine the out of network rate, and so is not eligible for the Federal IDR process." If this justification is selected, the non-initiating party must also:
 - i. Provide a description in the *** Please provide specific citation(s) for specified state law or regulation that constitutes a specified state law or all-payer model agreement that applies to the items or services in this dispute** text box.
 - ii. Select the **Upload Files** button and upload a document or supporting materials related to a specified state law applying to an item or service under dispute, including proof of the selected * Health Plan Type, and in the event that the health plan is a self-insured plan that has opted into a state process, proof that the health plan has opted into the state process.
 - b. "The open negotiation period was not initiated for this dispute."
 - c. "The open negotiation period was not completed for this dispute." If this justification is selected, the non-initiating party must also:
 - i. Provide a date in the *** When will open negotiation period be completed?** date field.
 - ii. Select the **Upload Files** button and upload a document or supporting materials to show when the initiating party initiated the open negotiation period.
 - d. "The dispute was initiated more than four business days after the open negotiation period ended." If this justification is selected, the non-initiating party must also:
 - i. Select the calendar icon in the *** When was the end of the four-business day period?** field and select the appropriate date.
 - ii. Select the **Upload Files** button and upload a document or supporting materials to show when the initiating party initiated open negotiation with the non-initiating party.
 - e. "The notice of initiation was not submitted as required."
 - f. "The dispute includes items or services not covered under the No Surprises Act." If this justification is selected, the non-initiating party must also provide an explanation why specific items or services are not covered in the *** Please provide list of which items and services were not covered under the No Surprises Act and for each item or service listed, an explanation as to why they were not covered. For example, if the emergency item or services was not provided by an emergency department of a hospital or a freestanding emergency department, or if the scheduled service with an out-of-network provider was at an out-of-network facility** text box.
 - g. "The dispute includes items or services under a coverage type not subject to the No Surprises Act." This justification is automatically selected if the non-initiating party selected

“Other” in the * **Health Plan Type** field on the previous page of the web form. If this justification is selected, the non-initiating party must also provide a description in the * **Which items or services are under a coverage type not subject to the NSA and what coverage type(s) is the item or service under?** text box.

- h. “The dispute includes items or services not covered by the patient’s insurance policy.” If this justification is selected, the non-initiating party must also:
 - i. Provide a description in the * **Which items or services are not covered by the patient’s insurance policy?** text box.
 - ii. Select the **Upload Files** button and upload a document or supporting materials to show that these items or services are not covered by the patient’s insurance policy, such as a copy of the policy.
 - i. “The dispute includes incorrectly batched claims.” If this justification is selected, the non-initiating party must also:
 - i. Provide a description in the * **Please provide a list of items or services that were improperly batched, and for each item or service on the list, indicate the requirement that was not met (i.e., why are they batched incorrectly)** text field.
 - ii. Select the **Upload Files** button and upload a document or supporting materials to show incorrectly batched claims.
 - j. “The dispute includes incorrectly bundled items or services.” If this justification is selected, the non-initiating party must also:
 - i. Provide a description in the * **Please provide a list of the items or services that were improperly bundled, and for each item or service on the list, indicate the requirement that was not met (i.e., why are they bundled incorrectly)** text box.
 - ii. Select the **Upload Files** button and upload a document or supporting materials to show incorrectly bundled items or services.
 - k. “The cooling off period applies to this dispute and has not been completed.” If this justification is selected, the non-initiating party must also:
 - i. Provide a dispute reference number in the * **Please provide the dispute reference number for the payment determination that initiated the cooling off period** field. Enter the five- to nine-digit dispute number in the following format: DISP-XXXXXX.
 - ii. Select the **Upload Files** button and upload a copy of the payment determination that initiated the cooling off period.
 - l. “The item or service associated with this dispute was furnished prior to the first plan or policy year to which the No Surprises Act’s surprise billing protections apply.” If this justification is selected, the non-initiating party must also:
 - i. Provide a date in the * **When did the plan or policy year associated with the dispute begin?** date field.
 - ii. Select the **Upload Files** button and upload a document or supporting materials to show when the plan or policy year associated with this dispute began.
 - m. “Other.” If this justification is selected, the non-initiating party must also:
 - i. Provide a description of the “Other” justification by entering text in the **Please explain why you believe the Federal IDR process does not apply and upload supporting materials if applicable** text box.
 - ii. Upload supporting documentation via the **Upload Files** button.
3. The non-initiating party must sign the Federal IDR process applicability attestation by typing a name in the * **Non-Initiating party** text box.

4. The **Date** field will automatically populate with today's date and is not editable.
5. Select **Continue** to navigate to the "Sign & Submit" page of the web form.
 - a. Selecting **Back** will return to the "IDRE Selection Review" page.
 - b. Selecting **Exit** will close the web form without saving the information entered or submitting the web form.

1.7 Sign & Submit

Sign and submit the "IDR Entity Selection Response" web form by:

1. Selecting the checkbox next to the following statement: *** I agree to:**
 - a. Pay the administrative fee.
 - b. Pay the IDR entity fee if my dispute is found eligible for the IDR process.
 - c. Pay the outstanding amount (if any) of the out-of-network rate that is my responsibility as determined by the certified IDR entity.
 - d. I also understand that the final payment determination made by the certified IDR entity is binding upon the parties and not subject to judicial review except under certain limited circumstances.
2. Information auto-populates in the *** Non-Initiating party** and **Date** fields and is not editable.
3. To submit the web form, select **Submit**.
 - a. Selecting **Back** will return to the "Federal IDR Process Applicability Review" page.
 - b. Selecting **Exit** will close the web form without saving the information entered or submitting the web form.

1.8 Confirmation

Selecting **Submit** navigates the non-initiating party to the "Confirmation" page.

1. Review the next steps:
 - a. The non-initiating party will receive an email confirming the selection of the certified IDR entity. If an alternative certified IDR entity has been selected, the non-initiating party will be given the opportunity to accept or deny the alternative selection.
 - b. After selection of a certified IDR entity has been finalized, the parties will be notified of the selection and will be provided with information regarding the next steps, including how to submit an offer to the certified IDR entity and how to submit the administrative and certified IDR entity fees.
2. Select **Save as PDF** to save a PDF of the "IDR Entity Selection Response" web form. The non-initiating party can also download this PDF from the **Documents** tab of the "Dispute Record" page.
3. Exit the web form. The following options are only available to parties that have an IDR Gateway account and have joined an organization:
 - a. To return to the default **Selection** tab view on the "Dispute Record" page, select **To Selection Home**.
 - b. To return to the "Disputes" page, select **Return to all disputes**.
4. If the non-initiating party has not joined an organization, select **Return to Home** to return to the "Home" page.

2 IDR Entity Reselection Response Web Form

The “IDR Entity Reselection Response” web form is sent when the other party did not agree to the latest certified IDR entity selection or attested to a conflict of interest.

When completing this web form, review the dispute information provided and answer the following questions:

- Does the party have a COI with the newly selected certified IDR entity?
- Does the party agree to the certified IDR entity newly selected by the other party to handle this dispute?
- If the party has a COI or doesn’t agree to the newly selected certified IDR entity, review the list of the remaining certified IDR entities and select an alternative. The party should choose an alternative certified IDR entity with which it does not have a COI.

Any fields on the web form marked with an asterisk (*) are required fields.



Important: The parties have 3 business days from the date of the last party’s certified IDR entity selection to respond and agree upon a certified IDR entity, until the certified IDR entity selection due date has passed. If either party does not complete this reselection web form or fails to agree on a certified IDR entity before the certified IDR selection due date, the Departments will either assign the last selected certified IDR entity or will randomly assign a certified IDR entity to the dispute, depending on the status of the dispute.

2.1 Before Starting the IDR Entity Reselection Response Web Form

Complete and submit the “IDR Entity Reselection Response” web form in a single session.

- For security reasons and protection of personal data, the session will time out after 60 minutes of inactivity and a “Session Expiring!” message will display.
- If there is no response within 60 seconds, the system will end the session and return to the [No Surprises Act](#) web page. Select Continue to restart the 60-minute timer for inactivity.
- If the party exits the web form prior to completing all information and submitting it, the information entered is not saved. When the party selects **Exit**, a window will display to confirm the party wants to exit the web form.

2.2 Access the IDR Entity Reselection Response Web Form in the IDR Gateway

All parties with IDR Gateway accounts can access the “IDR Entity Reselection Response” web form using the link in the system-generated email.

1. Select the IDR Gateway web form link from the email with the following subject lines: “Action Required for DISP-XXXXXX: New Certified IDR Entity Selection Agreement or Disagreement Needed.”
2. Sign in to the IDR Gateway.
 - a. If the party has joined an IDR Gateway organization, the “IDR Entity Reselection Review” page displays. Refer to [Section 2.3](#) for next steps.

- b. If the party has NOT joined an organization, the “Enter dispute reference number” page displays.

Parties who have joined an organization can navigate to the “IDR Entity Reselection Response” web form within the IDR Gateway.

1. From the Home menu bar, select the Submit Selection option from the Disputes dropdown list. The “Disputes” page displays.
2. Select the **Selection Due** tab.
3. From the “Selection Due” table, select the linked dispute number. The “Dispute Record” page for that dispute number displays.
4. From the “Next Actions” section or from the **Selection** tab, select the **Respond to IDRE Selection** button. The first page of the web form displays.

Only parties that have IDR Gateway accounts but have not joined an organization must provide the * **Dispute Reference Number** to access the “IDR Entity Reselection Response” web form.

1. On the “Enter your Dispute Reference Number” page enter the five to nine digit * **Dispute Reference Number** in the following format: DISP-XXXXXX. The * **Dispute Reference Number** (also referred to as “IDR reference number”) is provided in the email the party received from the [Auto Reply Federal IDR Questions](#) mailbox with the link to the “IDR Entity Reselection Response” web form.
2. If the party enters the incorrect * **Dispute Reference Number** or does not enter the dispute number using the correct format (DISP-XXXXXX), the party will receive an error message.
3. After entering the correct * **Dispute Reference Number**, in the proper format, select **Continue** to navigate to the next page of the “IDR Entity Reselection Response” web form. Selecting **Cancel** will return to the “Home” page.

2.3 IDR Entity Reselection Review

The first page of the “IDR Entity Reselection Response” web form is the “IDR Entity Reselection Review” page.

1. Review the instructions before proceeding.
2. Review the dispute number provided in the web form title.
3. Review the name of the other party to the dispute, provided in the **[Initiating or Non-Initiating] Party** field.
4. Review the **Current IDRE Selected** field to review the certified IDR entity selected by the other party.

Home > Disputes > DISP-3612345 > Reselection Response Form

IDR Entity Reselection Response for DISP-3612345

i Disputing parties will have **3 business days** from the date of IDR Initiation to jointly select a certified IDR entity. If parties do not come to an agreement within that time period, the Departments will randomly assign a certified IDR entity.

IMPORTANT: The administrative fee is \$15.00.

REMINDER: You must complete and submit the form in a single session. For security reasons and protection of personal data, your session will time out after 30 minutes of inactivity.

IDR Entity Reselection Review

▼ **How to Complete the IDR Entity Reselection Response Web Form**

This form is being sent to you because the other party to this dispute did not agree to your certified Independent Dispute Resolution (IDR) entity selection or they attested to a conflict of interest. You will be asked to review the dispute information that has been provided and will need to answer the following questions:

- Do you have a conflict of interest (COI) with the newly selected certified Independent Dispute Resolution (IDR) entity?
- Do you agree to the certified IDR entity newly selected by the other party to handle this dispute?
- If you have a COI or don't agree to the newly selected certified IDR entity, review the list of the remaining certified IDR entities and select an alternative certified IDR entity. You should choose an alternative certified IDR entity with which you do not have a COI.

Need Help? Contact FederalIDRQuestions@cms.hhs.gov if you have any questions about this web form.

Current Selection Information

Initiating Party: TestOrgA	Non-Initiating Party: TestOrgC	Current IDRE Selected: IDRE TEST ACCOUNT 12
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Figure 7. IDR Entity Reselection Response (Current Selection Information)

5. The party must indicate whether it has a conflict of interest with the selected certified IDR entity by selecting the “Yes” or “No” radio button for the following question:
*** Do you have a conflict of interest with the selected certified IDR entity?**
6. The party must agree to the certified IDR entity selected by the other party to make the payment determination for the dispute by selecting the “Yes” or “No” radio button for the following question: *** Do you agree to the certified IDR entity selected by the [initiating or non-initiating] party to make the payment determination for this dispute?** If the party selected “Yes” to the previous conflict of interest attestation this question will automatically select “No.”
7. If the party indicates a COI exists for the certified IDR entity selected by the other party to the dispute, or does not agree with the certified IDR entity selected, the party must select an alternative certified IDR entity from the *** Certified IDR entity legal business name** dropdown list. The dropdown list will only include the certified IDR entities that were not already ruled out to handle the payment dispute. For more information on the certified IDR entities refer to the [list of certified IDR entities](#).

Selected Certified Entity Conflict of Interest Attestation

*Do you have a conflict of interest (COI) with the selected certified IDR entity (IDRE TEST ACCOUNT 12):?

☐ Yes

☐ No

*Do you agree to the certified IDR entity (IDRE TEST ACCOUNT 12) selected by the non-initiating party to make the payment determination for this dispute?

☐ Yes

☐ No

Alternative certified IDR entity

Select a certified IDR entity from the dropdown list below. [Learn more](#) about certified IDR entities.

* Certified IDR entity legal business name:

- Select alternative IDR entity name -

Figure 8. Selected Certified IDR Entity Conflict of Interest Attestation

8. Complete the additional conflict of interest attestation by selecting the radio button next to the conflict of interest attestation statement: “I (We), the undersigned [initiating or non-initiating] party (or our representative), attest that to the best of my (our) knowledge the alternative certified IDR entity selected by the [initiating or non-initiating] party doesn’t have a disqualifying conflict of interest.”
9. Select the checkbox next to the following statement * **I agree to:**
 - a. Pay the administrative fee.
 - b. Pay the IDR entity fee if my dispute is found eligible for the IDR process.
 - c. Pay the outstanding amount (if any) of the out-of-network rate that is my responsibility as determined by the certified IDR entity.
 - d. I also understand that the final payment determination made by the certified IDR entity is binding upon the parties and not subject to judicial review except under certain limited circumstances.
10. Information auto-populates in the * **[Initiating or Non-Initiating] Party (or its representative)** and **Date** fields and cannot be edited.
11. Select **Submit** to submit the web form.
 - a. Selecting **Back** will return to the “Enter Your Dispute Reference Number” page. If the party has joined an organization, the **Back** button will not display.
 - b. Selecting **Exit** will close the web form without saving the information entered or submitting the web form.

2.4 Confirmation

Selecting **Submit** navigates the party to the “Confirmation” page.

1. Review the next steps:
 - a. The party will receive an email confirming the selection of the certified IDR entity. If an alternative certified IDR entity has been selected and the certified IDR entity selection due date has not passed, the other party will be given the opportunity to accept or deny the alternative certified IDR entity selected through another “IDR Entity Reselection Response” web form.
 - b. If the parties fail to come to an agreement on a certified IDR entity before the certified IDR entity selection due date, the Departments will randomly assign a certified IDR entity to the dispute.
 - c. After a final certified IDR entity has been selected the parties will be notified of the selection and will be provided with information on next steps, including how to submit offers to the certified IDR entity and how to submit the administrative and certified IDR entity fees.
2. Select **Save as PDF** to save a PDF of the “IDR Entity Reselection Response” web form. The non-initiating party can also download this PDF from the **Documents** tab of the “Dispute Record” page.
3. Exit the web form. The following options are only available to parties that have an IDR Gateway account and have joined an organization:
 - a. To return to the default **Selection** tab view on the “Dispute Record” page, select **To Selection Home**.
 - b. To return to the “Disputes” page, select **Return to all disputes**.
4. If the party has not joined an organization, select **Return to Home** to return to the “Home” page.
5. Review the submission confirmation email from the [Auto Reply Federal IDR Questions](#) mailbox, which provides next steps.



Note: Parties could receive additional “IDR Entity Reselection Response” web form requests during the “IDRE Selection” phase if either party to the dispute continue to disagree with the selected alternative certified IDR entity or the selected certified IDR entity attests to having a COI.

Appendix A. Frequently Used Acronyms

Acronym	Definition
COI	Conflict of Interest
ERISA	Employee Retirement Income Security Act of 1974
FEHB	Federal Employees Health Benefits
IDR	Independent Dispute Resolution
IDRE	Certified IDR Entity
NPI	National Provider Identifier
OPM	Office of Personnel Management
QPA	Qualifying Payment Amount
TIN	Tax Identification Number

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