

Independent Dispute Resolution (IDR) Gateway



Dispute Processing User Guide

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1. Introduction

Welcome to the IDR Gateway

This user guide supports the users of the Independent Dispute Resolution (IDR) Gateway. It provides information and step-by-step instructions needed to create an account, join an organization, and manage notifications within the IDR Gateway.

More features are coming soon.



The IDR Gateway is a sign-in community that provides a secure, centralized platform to manage payment disputes. It allows users to securely access all related disputes, submit necessary forms, and easily track progress through reports and dashboards.

What You'll Learn

This user guide provides information about how to:

- **Create an IDR Gateway Account.** Get started by setting up your account.
- **Sign In to the IDR Gateway.** Access the system with your credentials.
- **Join an Organization.** Gain access to the dispute dashboards and reports for your organization within the IDR Gateway.
- **Review Roles and Workspaces.** Learn how administrators can use roles and workspaces to limit user access and user actions on disputes.
- **Manage Notifications.** Manage notification settings to stay informed about updates or actions related to your organization.
- **View the IDR Gateway Dashboard.** Use the IDR Gateway Dashboard for high-level information on dispute phases by total open disputes and closed disputes.
- **Review Organization Disputes.** Access and review organization disputes.
- **Access Reports.** Access and review various organization dispute reports.
- **Report Privacy & Security Incidents.** Contact the CMS IT Service Desk to report cybersecurity or privacy incidents.

Updated user guides are published on the CMS.gov [IDR Gateway](#) page with every IDR Gateway phase. Check back for information about new IDR Gateway features.

Let's get started!



If you are an administrator, you can access the **IDR Gateway Administrator Guide** on the CMS.gov IDR Gateway page.

2. IDR Gateway Overview

2.1. The IDR Gateway

The IDR Gateway is a sign-in community that transitions the Federal IDR process from single-use web forms to a secure, centralized platform that parties can use to manage disputes. IDR Gateway users can:

- Start and respond to disputes.
- Access dispute dashboards and reports associated with their organization.
- Track dispute information, including disputes assigned to a certified IDR entity.
- Monitor assigned disputes by process phase.
- Review notifications regarding dispute activity.

The IDR Gateway includes important new security features, including identity verification processes and protocols that permit only U.S.-based users to access the Federal IDR process.

2.2. Development Phases

Starting in late summer 2026, administrators can sign up and set up their organizations in the IDR Gateway. In addition, users who are responsible for submitting dispute web forms can sign up and join an organization.

On November 13, 2026, the Federal IDR process fully transitions into the IDR Gateway, integrating existing web forms and introducing new dispute dashboards and reports. Only users who have joined an organization can access the dispute dashboards and reports linked to their organization to track the status of their disputes.



IDR Gateway access is only available for individuals located in the U.S. and its territories. This system blocks users who try to access the IDR Gateway from outside the U.S. or its territories.

IDR Gateway Web Forms

- 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 web forms without signing in to the IDR Gateway. Refer to the user guides on the [Overview of rules & fact sheets](#) for instructions.
- The 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.

2.3. Who Should Sign Up

Organizations that handle dispute processing must create IDR Gateway accounts. If you or your staff currently submit IDR web forms in the current Federal IDR process, you must sign up to use the IDR Gateway. If your organization is named in disputes but relies on a third-party administrator (TPA) or other organization to manage dispute processing activities, your organization does not need to sign up for the IDR Gateway itself, but must ensure the TPA or organization responsible for managing dispute processing activities creates an IDR Gateway account.

Within the IDR Gateway, an organization is considered any company or enterprise that manages dispute processing.

Important: The IDR Gateway does not have any features that link one organization to another. Therefore, organizations named in disputes but not involved in the day-to-day management of disputes should not create an IDR Gateway account. For example, if Dr. Smith uses Corporation A to manage Federal IDR disputes, Corporation A should set up an account, but Dr. Smith should not. If an organization named in disputes uses a third-party dispute processing company and wants to track its IDR disputes, it should ask its dispute processing company for a report. Administrators are able to export reports of dispute activity they can provide to parties named in disputes that do not have IDR Gateway accounts. If a party manages some of its disputes itself but also uses one or more third-party dispute processing company to manage its other disputes, the party should set up an IDR Gateway account for the disputes they manage.

2.4. IDR Gateway Access Types

There are two types of access to the IDR Gateway: administrator and verified. After creating an account, your access type displays on the “My Profile” page.

Verified Access

Users who successfully complete identity verification have verified access, which allows the user to start and respond to disputes, along with the ability to join an organization and access associated dashboards and reports.

Administrator Access

Administrators have the same abilities as verified users to start and respond to disputes and view dashboards and reports. Administrators are also responsible for creating organizations in the IDR Gateway, managing organization information, inviting users to join their organization, and managing user access.

Organizations must have at least one administrator but may have between 2–10 administrators depending on the size of the organization. It is recommended that organizations should have a sufficient number of administrators to ensure timely handling of user access requests and organization updates.

3. Identity Verification

All IDR Gateway users must verify their identity with an approved credential service provider during the account creation process. Individuals who do not verify their identity cannot access the IDR Gateway. This requirement helps to prevent fraud and unauthorized access.



A **credential service provider** is a trusted entity whose functions include identity proofing applicants and registering authenticators to subscriber accounts. A credential service provider may be an independent third party.

If new users have previously verified their identity through an approved credential service provider (e.g., Identity Management (IDM) service or Login.gov), they can log in to the IDR Gateway using those credentials. If they have not previously verified their identity, they must create a new account with an approved credential service provider and complete the identity verification process before they can sign in to the IDR Gateway.

3.1. Identity Verification Process

IDR Gateway users who do not already have an account with an approved credential service provider are required to create one.

To create an account, you must:

1. Sign up using your email address and create a secure password. You may also be asked to set up multi-factor authentication (MFA) for added security.
2. Provide identifying information, such as your full name and Social Security Number (SSN) to confirm your identity.
3. Verify your identity by submitting a photo ID. You can do this by uploading a photo of an approved ID type and submitting a “selfie” through the credential service provider’s website or application or bringing your approved ID to a location where it can be verified in person.
4. A credential service provider uses this information to verify your identity. Credential service providers may take different approaches to verifying identity. For details on how your information is used, refer to the credential service provider’s website.
5. If your identity is successfully verified, you can access the IDR Gateway. If the verification fails, the credential service provider suggests troubleshooting steps, and alternative verification options.

Credential service providers are responsible for protecting your information and keeping it secure. For more information refer to the credential service provider.

4. Create an IDR Gateway Account

All IDR Gateway users must create an account and complete the identity verification process with an approved credential service provider to log in to the IDR Gateway. A credential service provider is a trusted entity whose functions include identity proofing applicants and registering authenticators for accounts.

- **New Credentials.** New IDR Gateway users without existing credentials must create an IDR Gateway account using an approved credential service provider (Refer to [Section 3.1 Identity Verification Process](#)).
- **Existing Credentials.** New IDR Gateway users with existing CMS-approved credentials (such as IDM) or an existing account with another credential service provider on the IDM Sign In page (such as Login.gov) can sign in to the IDR Gateway using those credentials.

4.1. Create an Account with a Credential Service Provider

If you do not have an existing IDR Gateway account or an account with a CMS-approved credential service provider (such as ID.me or Login.gov), complete the following steps to create your account.

1. Navigate to the [IDR Gateway Access](#) page.

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

U.S. Department of Health and Human Services
Enhancing the health and well-being of all Americans

OMB Control Number: 1210-0169 Expiration Date: 11/30/2025

IDR Gateway Access

Create an IDR Gateway Account
New users must create an account.

What is the IDR Gateway?
The IDR Gateway is a sign-in community that provides a secure, centralized platform to manage payment disputes. It allows users to securely access all related disputes, submit necessary forms, and easily track progress through reports and dashboards.

Get Started
If you already have a CMS Identify Management (IDM) account or an account through a different credential service provider available on the CMS IDM landing page (e.g., Login.gov), use your existing credentials to sign in. Do not sign up to create a new account with a different credential service provider.

Sign In
Sign in to the IDR Gateway using an existing account with a credential service provider (e.g., CMS IDM or Login.gov).

- Access to the IDR Gateway is only **available to individuals in the U.S. and its territories.**
- Sessions **time out after 30 minutes** of inactivity for security reasons.

[Sign In](#)

Sign Up

Step 1: IDR Gateway users who do not already have an account with an approved credential service provider are required to create one. To create an account, you must:

- Sign up using your email address and create a secure password. You may also be asked to set up multi-factor authentication (MFA) for added security.
- Provide identifying information, such as your full name and Social Security Number (SSN) to confirm your identity.
- Verify your identity by submitting a photo ID. You can do this by uploading a photo of an approved ID type and submitting a "selfie" through the credential service provider's website or application, or bringing your approved ID to a location where it can be verified in person.

Step 2: Check your email for confirmation that your account was successfully created and your identity was verified.

Step 3: Sign in to the IDR Gateway to finish setting up your profile.

[Sign Up](#)

Need Help?
If you have questions about the IDR Gateway, email IDRGatewayHelp@cms.hhs.gov or call 1-800-985-3059.
If you have questions about verifying your identity, contact the credential service provider you used to create your IDR Gateway account. Learn more about the verification process in the user guide.

Figure 1. IDR Gateway Access Page

- From the “IDR Gateway Access” page, select the **Sign Up** button. The “Sign in/Create your CMS account” page displays.

Sign in/Create your CMS account

By signing in, you agree to the [terms and conditions](#).

Personal Identity Verification (PIV)
Existing CMS employees and contractors can securely sign in using their federal PIV card.

[Continue](#)

ID.me
For new and existing users that want to create an account or sign in with existing ID.me credentials.

[Continue](#)

Login.gov
New users should choose this trusted sign-in option to create an account or sign in with existing Login.gov credentials.

[Continue](#)

EUA or IDM User ID
Existing users with active EUA or IDM credentials can sign in using their current account.

[Continue](#)

FAQs

How do I know which [sign in option](#) to choose?

Why does this [sign in page](#) look different?

Figure 2. Sign In/Create Your CMS Account Page

- Select the **Continue** button of your preferred credential service provider to start the account creation and identity verification process. During this process, you must create an account and verify your identity before you can access the IDR Gateway. Refer to [Section 3. Identity Verification](#) for more information about the identity verification process.
 - Do not create a new EUA or IDM account.
 - Do not use the PIV option.
- Upon account creation, continue to [Section 4.3. First Time Sign In](#).

4.2. Sign In with Existing CMS-Approved Credentials

If you have an existing account with a CMS-approved credential service provider, such as ID.me or Login.gov, complete the following steps to sign in to the IDR Gateway.

- Navigate to the [IDR Gateway Access](#) page.
- From the “IDR Gateway Access” page, select **Sign In**. The “Sign in/Create your CMS account” page displays.
- Select the **Continue** button for your preferred credential service provider option.

4. Enter your credentials and select **Submit** to sign in to the IDR Gateway.
 - a. If you have existing account **without identity verification**, the “Verify Your Identity” alert displays.

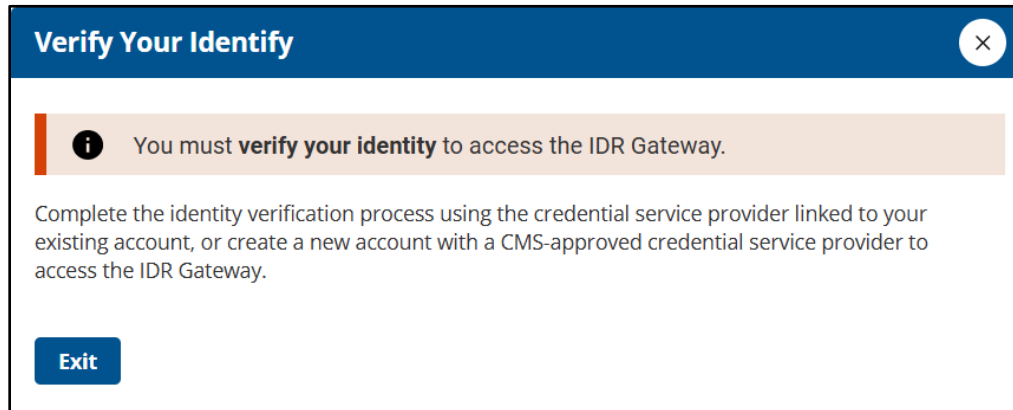


Figure 3. Verify Your Identity Message

- b. Select the Exit button to close the window.
 - c. Return to the [IDR Gateway Access](#) page and select the **Sign Up** button.
 - d. Create an account with a credential service provider and complete the identity verification process. Refer to [Section 4.1 Create an Account with a Credential Service Provider](#).
5. Continue to [Section 4.3. First Time Sign In](#).

4.3. First Time Sign In

1. When signing in to the IDR Gateway for the first time, the Warning and Security & Privacy Agreement window opens.



Figure 4. Warning and Security & Privacy Agreement Window

2. Scroll down, read the agreement, and select the checkbox to agree to the terms. (The checkbox does not activate until you have reviewed the entire agreement.)
3. Select **Continue**. The Rules of Behavior window opens.

Rules of Behavior

Step 2 of 4

Rules of Behavior for Federal Independent Dispute Resolution (IDR) Gateway Users

Use the scroll bar to read and agree to the Rules of Behavior.

* Indicates a required field.

These *Rules of Behavior (RoB)* for IDR Gateway Users apply to all users who are granted access to Federal IDR process information, resources, and IT systems through the IDR Gateway. The IDR Gateway provides parties with a mechanism to engage with, track, and manage IDR payment disputes, including the submission of required information to start a dispute and upload of associated documents through web forms (e.g., Notice of Initiation [NOI], Selection/Reselection Response, and Notice of Offer [NOOF]) within a sign-in community. Users of the IDR Gateway must read, acknowledge, and adhere to the following rules prior to accessing data and/or documents and using the IDR Gateway.

A. The IDR Gateway

When using and accessing the IDR Gateway, I understand that I must:

1. Comply with federal laws, regulations, and the IDR Gateway policies, standards, and procedures and that I must not violate, direct, or encourage others to violate these policies, standards, or procedures. Not allow unauthorized use and access to the IDR Gateway information and resources. Not access the IDR Gateway information and resources outside the U.S. and its territories.
2. Not circumvent or bypass security safeguards, policies, systems' configurations, or access control measures unless authorized in writing.

☐ * I have read and agree to comply with the **Rules of Behavior for IDR Gateway Users**.

[Continue](#) [Exit IDR Gateway](#)

Figure 5. Rules of Behavior Window

4. Scroll down, read the agreement, and select the checkbox to agree to the terms. (The checkbox does not activate until you have reviewed the rules.)
5. Select **Continue**. The Set Up Your Profile window opens.

Set Up Your Profile

Step 3 of 4

Select Affiliation and Confirm Email

Choose your affiliation to complete your Independent Dispute Resolution (IDR) Gateway profile.

* Indicates a required field

* I am here to engage in the Federal IDR process on behalf of a:

☒ Provider, Health Care Facility, or Air Ambulance Provider

☐ Group Health Plan, Individual Health Insurance Issuer, or Federal Employees Health Benefits (FEHB) carrier

* The email associated with your sign in credentials is `idr.verified.user@gmail.com`. Is this the work email you want to use for IDR Gateway notifications?

☐ Yes. This is the email I want to use for IDR Gateway notifications

☒ No. I want to use a different email for IDR Gateway notifications

Enter the email address you want to use for IDR Gateway notifications.

* IDR Gateway Notification Email:

[Continue](#)

Figure 6. Set Up Your Profile Window (Select Affiliation and Confirm Email)

6. Select your affiliation from the following options to indicate how you engage with the Federal IDR process:
 - a. Provider, Health Care Facility, or Air Ambulance Provider
 - b. Group Health Plan, Individual Health Insurance Issuer, or Federal Employees Health Benefits (FEHB) carrier



You only need to indicate your affiliation the first time you sign in to the IDR Gateway.

7. Confirm the displayed email address you used to login is the work email address you would like to use for IDR Gateway notifications.
 - a. If you select “No,” a field displays to provide an additional email address to receive IDR Gateway notifications. **Do not use a shared inbox as your IDR Gateway notification email address.**
 - b. If you entered an email address for IDR Gateway notifications, you must verify the email address before you can join an organization. Select the verification link in the email message from auto-reply-FederalIDRQuestions@cms.hhs.gov and sign in to the IDR Gateway.



If you enter a shared inbox as your IDR Gateway notification email address, only you can verify that email address. Anyone else who attempts to verify that email address receives a “Not Authorized” error message.

8. Select **Continue**. The Profile setup confirmation displays.

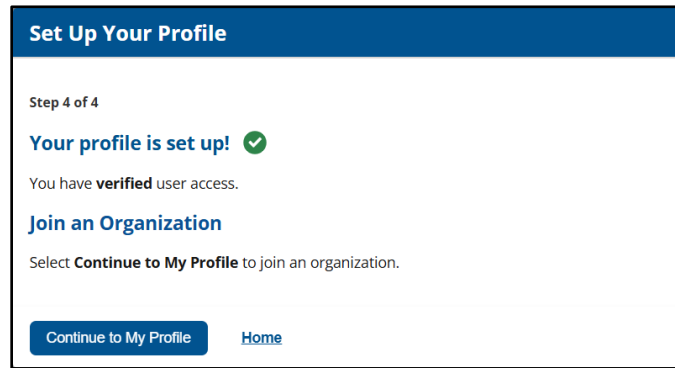


Figure 7. Set Up Your Profile Window (Confirmation)

9. Select the **Continue to My Profile** button.
 - a. If you have an existing CMS-approved account but your credential service provider did not verify your identity, a Verify Your Identity alert displays.
 - b. Refer to [Section 4.1 Create an Account with a Credential Service Provider](#) to complete the identity verification process for your credential service provider.

5. Sign In to the IDR Gateway

After creating an account, users can sign in to the IDR Gateway from the “IDR Gateway Access” page.

1. Navigate to the [IDR Gateway Access](#) page.
2. Select the **Sign in** button. The “Sign in/Create your CMS account” page displays.

Sign in/Create your CMS account

By signing in, you agree to the [terms and conditions](#).

Personal Identity Verification (PIV)
Existing CMS employees and contractors can securely sign in using their federal PIV card. [Continue](#)

ID.me
For new and existing users that want to create an account or sign in with existing ID.me credentials. [Continue](#)

Login.gov
New users should choose this trusted sign-in option to create an account or sign in with existing Login.gov credentials. [Continue](#)

EUA or IDM User ID
Existing users with active EUA or IDM credentials can sign in using their current account. [Continue](#)

FAQs
[How do I know which sign in option to choose?](#)
[Why does this sign in page look different?](#)

Figure 8. Sign In/Create Your CMS Account Page

3. Select the **Continue** button for the credential service provider you used to create an IDR Gateway account. By signing in, you agree to the terms and conditions.
4. Enter your credentials and select the **Submit** or **Sign in** button (depending on the credential service provider) to sign in to the IDR Gateway. The Rules of Behavior window opens.

Rules of Behavior

Rules of Behavior for Federal Independent Dispute Resolution (IDR) Gateway Users

Use the scroll bar to read and agree to the Rules of Behavior.

* Indicates a required field.

These *Rules of Behavior (RoB) for IDR Gateway Users* apply to all users who are granted access to Federal IDR process information, resources, and IT systems through the IDR Gateway. The IDR Gateway provides parties with a mechanism to engage with, track, and manage IDR payment disputes, including the submission of required information to start a dispute and upload of associated documents through web forms (e.g., Notice of Initiation [NOI], Selection/Reselection Response, and Notice of Offer [NOOF]) within a sign-in community. Users of the IDR Gateway must read, acknowledge, and adhere to the following rules prior to accessing data and/or documents and using the IDR Gateway.

A. The IDR Gateway

When using and accessing the IDR Gateway, I understand that I must:

1. Comply with federal laws, regulations, and the IDR Gateway policies, standards, and procedures and that I must not violate, direct, or encourage others to violate these policies, standards, or procedures. Not allow unauthorized use and access to the IDR Gateway information and resources. Not access the IDR Gateway information and resources outside the U.S. and its territories.
2. Not circumvent or bypass security safeguards, policies, systems' configurations, or access control measures unless authorized in writing

☐ * I have read and agree to comply with the **Rules of Behavior for IDR Gateway Users**.

Continue
Exit IDR Gateway

Figure 9. Rules of Behavior Window

5. Scroll down, read the agreement, and select the checkbox to agree to the terms. (The checkbox does not activate until you have reviewed the rules.) The “IDR Gateway Home” page displays. Every time you sign in to the IDR Gateway, you must review and agree to the rules of behavior.

6. Join an Organization

Administrators can invite people to join their organization in the IDR Gateway. Joining an organization provides you with access to the organization's dispute dashboards and reports. Receiving an invitation to join an organization is the most common way to join an organization in the IDR Gateway.

If you did not receive an invitation but believe you are part of an organization that should access the IDR Gateway. Refer to Section 6.2 to search for and request to join an organization.



You can only join one organization at a time.
You must leave an organization before joining a different organization.

6.1. Accept an Invitation to Join an Organization

When an organization's administrator invites you to join the organization, you receive an email. If you already have an IDR Gateway account, you also receive an in-system notification. The invitation expires in 10 business days. Refer to Section 4 if you need to create an account.

Notifications		Mark as Read	Mark as Unread	Archive
Showing 1 - 2 of 2				
☐	Summary	Received Date ↓		
☐	An administrator invited you to join TestOrgA in the IDR Gateway. My Profile	Aug 18, 2026, 03:48 PM		
☐	Welcome to the IDR Gateway! Join an organization to finish setting up your profile. Join an organization	Aug 18, 2026, 09:51 AM		

Figure 10. Invitation to Join an Organization Notification

Joining an organization provides you with access to the organization dispute dashboards and reports. Refer to Section 4 for more information on creating an IDR Gateway account.



You can only join one organization at a time.
You must leave an organization before joining a different organization. Joining an organization will limit your access to disputes not owned by that organization.

1. From the Home menu bar, select the **My Profile** option from the user menu dropdown list. The "My Profile" page displays.

2. Review the organization information in the “Invitations” section to confirm you belong to this organization.

Invitations

You have been invited to join TestOrgA.

Joining this organization will provide access to its dispute dashboards and reports. Review the organization details below and accept or decline the invitation.

Invitation: TestOrgA		
Organization Address: 147 Main Street Springfield, Alabama 65498	Organization Email Addresses: idretotestorga@gmail.com	Access Type: Verified

Figure 11. My Profile Page (Invitations Section)

3. Select the **Accept Invitation** or the **Decline Invitation** button. The Accept Invitation confirmation message displays.
 - a. Accepting the invitation automatically declines other pending invitations.
 - b. Accepting the invitation allows you to access the dispute dashboard or reports for the organization when they become available.

Accept Invitation

Are you sure you want to accept the invitation to join **TestOrgA**?

Accepting this invitation will automatically decline other pending invitations.

Figure 12. Accept Invitation Confirmation

4. Select the **Accept** button to join the organization. The organization displays in the “My Organization” section of the “My Profile” page.

My Organization

TestOrgA administrator approved your request to join the organization.

Organization Name: TestOrgA	Tax ID: XX-XXXXXX	Organization Address: 147 Main Street Springfield, Alabama 65498	Organization Email Addresses: idretotestorga@gmail.com
Affiliation: Group Health Plan, Individual Health Insurance Issuer, View Only or Federal Employees Health Benefits (FEHB) carrier	Role:	Workspace(s):	

Workspace(s): All Disputes

Figure 13. My Organization (Invitation Accepted)

6.2. Search for an Organization to Join

If you did not receive an invitation to join an organization but believe you should be part of an organization in the IDR Gateway, follow these steps to find and join your organization.

1. From the Home menu bar, select the **My Profile** option from the user menu dropdown list. The “My Profile” page displays.
2. From the “My Organization” section, enter the email address associated with the organization in the **Search for Your Organization** field.

My Organization

You must join an organization to access the dispute dashboards and reports associated with the organization.

Get Started!

To find your organization, you'll need to provide an email address used by the organization to process IDR disputes.

- You can only join one organization.
- An administrator must approve your request. The Federal IDR Team will notify you when they make a decision.

Find an Organization to Join

To find your organization, enter an email address used by the organization to manage IDR disputes. If you don't know which email address to use, contact your organization administrator.

Search for Your Organization

Q Enter email address

[Cancel](#)

Figure 14. Search for Your Organization Field

3. Select **Search**. The organization linked to the email address displays.
4. If your organization is found, Select the **Join Organization** button.
 - a. If your organization is not found, verify you entered the correct email address. If the email address is correct, the organization does not exist yet in the IDR Gateway.
 - b. If the “Organization setup in progress” alert displays, another user has requested the creation of an organization with the information you provided. Wait until the organization setup is complete, which could take up to 2 business days, and then request to join the organization.
 - c. If you believe there is an error, contact IDRGatewayHelp@cms.hhs.gov.

My Organization Complete

You must join an organization to access the dispute dashboards and reports associated with the organization.

Get Started!

To find your organization, you'll need to provide an email address used by the organization to process IDR disputes.

- You can only join one organization.
- An administrator must approve your request. The Federal IDR Team will notify you when they make a decision.

Find an Organization to Join

To find your organization, enter an email address used by the organization to manage IDR disputes. If you don't know which email address to use, contact your organization administrator.

Search for Your Organization

Search result found

Tax ID:	333333333
Organization Name:	TestOrgA
Organization Address:	147 Main Street Springfield, Alabama 65498

Figure 15. My Organization (Search Result Found)

5. An administrator must review your request to join the organization.
 - a. You are notified when a decision is made.
 - b. Once your request to join an organization is approved, you can access organization details from the “Organization Information” page.

6.3. Leave an Organization

Verified users can only join one organization at a time. If you joined an organization in error or want to join a different organization, you can leave your current organization from the “My Profile” page.

1. From the Home menu bar, select the **My Profile** option from the user menu dropdown list. The “My Profile” page displays.
2. In the “My Organization” section, select the **Leave Organization** button.
3. Review and revise your affiliation, if needed.
4. Select the **Confirm** button.

7. Review Roles and Workspaces

When adding a new user to an organization, administrators can use roles and workspaces to limit the disputes a user can access and the actions a user can take on disputes.

7.1. Roles

When administrators review user requests to join their organization, they must assign the new users a role:

- **View Only** roles may view all dispute information but cannot submit web forms.
- **Initiation and Selection** roles can submit initiation, certified IDR entity selection, and reselection web forms, but cannot submit offers or view dispute outcomes.
- **Full Access** roles can view all dispute information and submit all web forms.

7.2. Workspaces

Workspaces are secure spaces that contain a subset of your organization's disputes based on the email addresses listed on the dispute. Workspaces allow administrators to control the disputes a user can access. If you are not assigned to a workspace, you have access to the All Disputes workspace, which displays all the disputes associated with an organization.

Users in a workspace can only view the disputes associated with the email addresses in that workspace. They cannot view all disputes associated with the organization.



Review the workspaces listed in your “My Organization” section if you think there are disputes that should display but do not. Contact the organization's administrator with any questions.

Workspace Example

An example where workspaces may be helpful is a large organization with multiple teams that manage disputes through separate inboxes, supporting different clients. In Figure 16, Organization A has three clients: B, C, and D. Organization A has four users – the administrator, Alex, Susan, and Jane. The administrator creates three workspaces, one for each client, using the respective dispute processing email addresses.

- Client B's workspace is named Workspace B and uses the inbox email address IDRClientB@email.org.
- Client C's workspace is named Workspace C and uses the inbox email address IDRClientC@email.org.
- Client D's workspace is named Workspace D and uses the inbox email address IDRClientD@email.org.

Alex works on disputes for Client B and Client C, so the administrator assigns Alex to Workspace B and Workspace C. Susan only works on disputes for Client D, so the administrator assigns Susan to Workspace D. Jane works on disputes for all three clients, so the administrator does not assign Jane to any of the workspaces as Jane has access to all disputes through the All Disputes workspace.

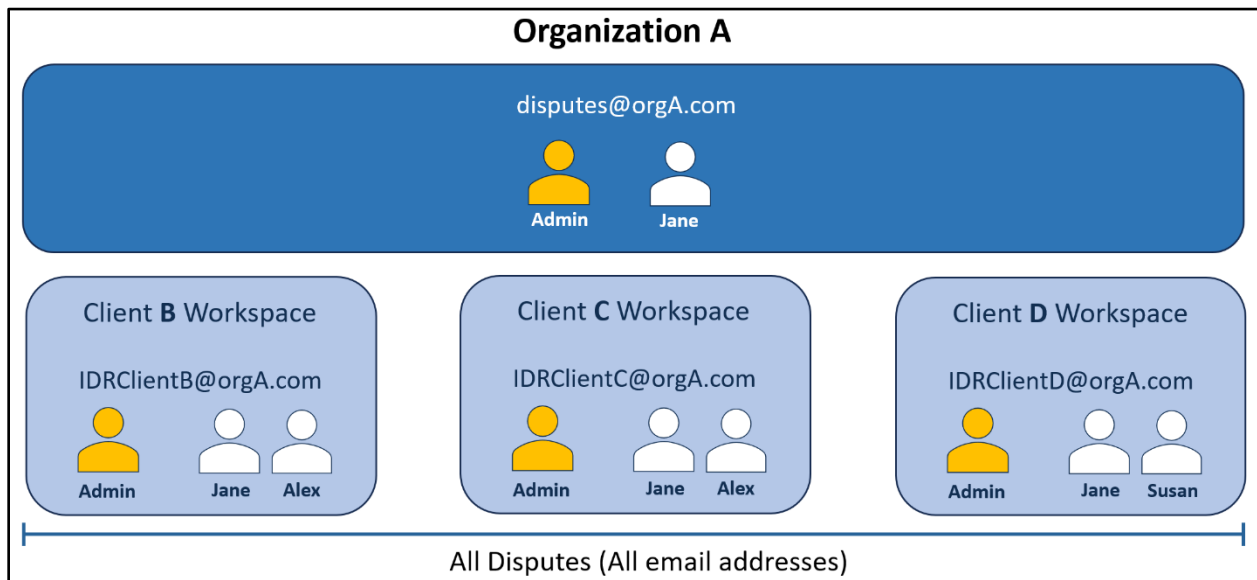


Figure 16. Workspace Example

7.3. View Your Role and Workspace Assignments

Verified users can view their current role and workspace assignments from the “My Profile” page.

1. From the Home menu bar, select the **My Profile** option from the user menu dropdown list. The “My Profile” page displays.
2. Navigate to the “My Organization” section. The organization displays in the “My Organization” section of the “My Profile” page.

The screenshot shows the "My Organization" section with the following details:

Organization Name: TestOrgA	Tax ID: XX-XXXXXXX	Organization Address: 147 Main Street Springfield, Alabama 65498	Organization Email Addresses: idretotestorga@gmail.com
Affiliation: Group Health Plan, Individual Health Insurance Issuer, View Only or Federal Employees Health Benefits (FEHB) carrier	Role: 1	Workspace(s): 1	

At the bottom left, there is a button labeled "Leave Organization".

Figure 17. My Organization Section

3. Review the **Role** and **Workspace(s)** fields to determine your current assignments.



Contact your administrator if you believe you were assigned the wrong role or workspace. Only an administrator can update user roles and workspace assignments.

8. Manage Notifications

The Home menu bar at the top of every page provides easy navigation to the IDR Gateway “Home” page, the “Notification” page, the user guide, and a dropdown list under the user’s name with links to pages specific to the user.

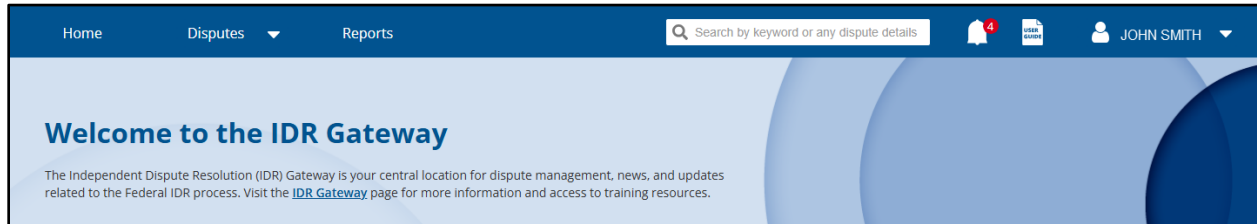


Figure 18. IDR Gateway Home Menu Bar

8.1. System Notifications

System notifications provide important updates or actions related to your account or disputes. Users can view a summary of recent system notifications from the “Home” page or detailed notification information on the “My Notifications” page.

8.2. View Notifications from the Home Page

- From the Home menu bar, select the **Home** button. The “IDR Gateway Home” page displays.
- Scroll down to view the My Notifications table.
 - Notifications are organized by the date they are received.
 - If a system notification has a supporting email message, the notification summary matches the email subject line. The supporting email message provides additional information not listed in the in-system notifications.
 - Notifications are marked as read when the user views the notification. Dispute and organization notifications, which display for multiple users, are marked as read when the first user views the notification.
 - Users can manually mark the notification as unread again for other users associated with the organization.

Notifications		Mark as read	Mark as unread	Archive
Showing 1 - 3				
☐ Summary	Received Date			
☐ Administrator Review Required: Verify this email address belongs to [Organization Name] within two business days.	09/01/2026 8:14 AM			
☐ An administrator approved your request to join [Organization Name] as an administrator. View My Profile .	09/01/2026 8:12 AM			
☐ Your request to join [Organization Name] with administrator access is pending approval.	09/01/2026 8:03 AM			

Figure 19. My Notifications Table



Notifications older than 30 business days are automatically archived.

- Select the checkbox next to a notification to enable the **Mark as Read**, **Mark as Unread**, and **Archive** buttons.
- Select **Mark as Read** to unbold the notification title in the Summary column. Notifications are also marked as read once opened.

5. Select **Mark as Unread** to bold the notification title in the Summary column.
6. Select **Archive** to remove the notification title from the Summary column.

8.3. Search and Filter Notifications

1. From the Home menu bar, select the **Notifications (bell icon)**. The **View All Notifications** button displays.

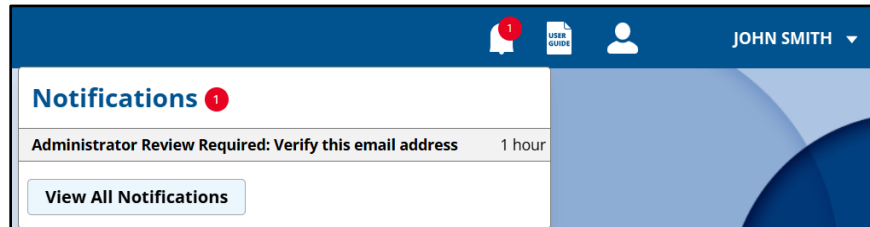


Figure 20. View All Notifications Button

2. Select the **View All Notifications** button. The “My Notifications” page displays.

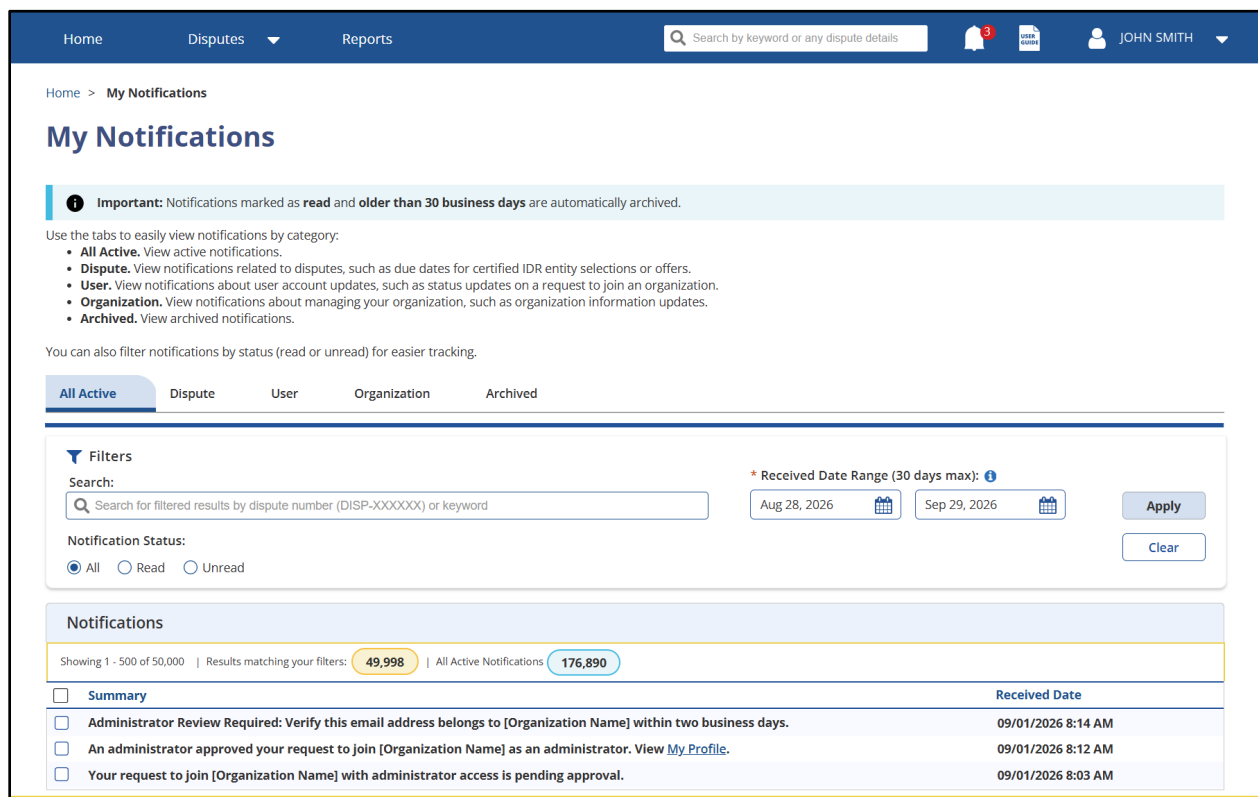


Figure 21. My Notifications Page (All Active Tab)

3. To search for a notification, enter at least three characters of a keyword or dispute number in the Filters panel search field. The search is limited to the selected table filters.



Information displayed in the Notifications table is limited to a 30-calendar-day date range and displays up to 50,000 results.

4. To filter notifications by type, select from the following tabs.
 - a. **All Active.** View all active notification types (Dispute, User, and Organization). Active notifications include both read and unread notifications that have not been archived.
 - b. **Dispute.** View notifications related to disputes, such as due dates for selecting a certified IDR entity to manage the dispute or to submit offers.
 - c. **User.** View notifications about an individual user's account updates, such as status updates on a request to join an organization.
 - d. **Archived.** View archived notifications. Archived notifications are older than 30 business days or have been archived by a user using the **Archive** button.
5. To filter notifications by status, select a **Notification Status** option (All, Read, Unread) and select the **Apply** button. The results display in the table.

9. View the IDR Gateway Dashboard

The IDR Gateway Dashboard on the “IDR Gateway Home” page provides a visual snapshot of the dispute phases for the disputes associated with an organization. It displays high-level information on dispute phases for open disputes. Phases can help organizations determine the current status or next actions on a dispute.

The dashboard view is only available for users that belong to an organization.

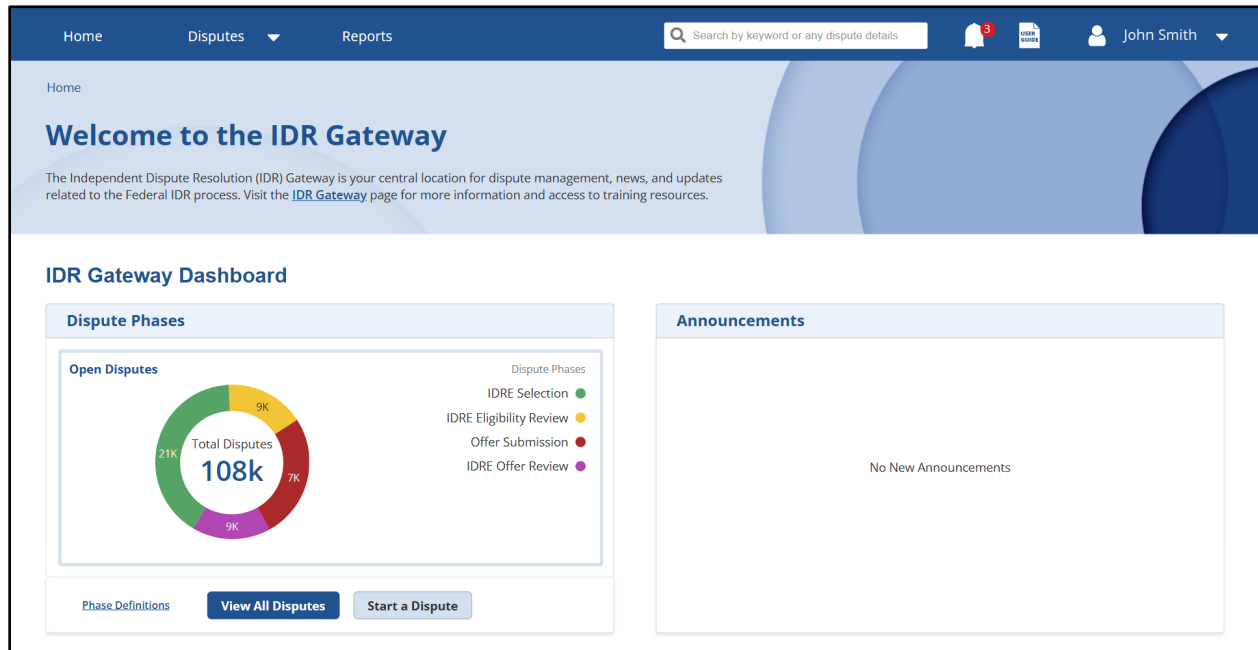


Figure 22. IDR Gateway Dashboard (User Has Joined an Organization)

Users can perform the following actions from the Dashboard:

- View the breakdown of **Open Disputes** by Dispute Phase.
- Select the **Phase Definitions** link to review descriptions of each Federal IDR process phase.
- Select the **View All Disputes** button under the Disputes Phases graph to review all the organization disputes.
- Select the **Start a Dispute** button under the Dispute Phases graph to begin a dispute.

9.1. Open Dispute Phases

The Open Disputes graph displays the number of open disputes across all phases of the Federal IDR process associated with the organization and workspaces. Each color-coded phase displays the total number of open disputes in the IDRE Selection, IDRE Eligibility Review, Offer Submission, and IDRE Offer Review phases of the IDRE process.

The **Phase Definitions** link allows users to quickly view open dispute phase descriptions.



[Actions for a party in the following descriptions also apply to a representative acting for a party.](#)

- IDRE (Certified IDR Entity) Selection.** Certified IDR entity selection is the first dispute phase. A dispute first enters IDRE Selection when the initiating party submits a dispute initiation form indicating 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. After a certified IDR entity has been agreed to by the parties or selected by the Departments, it must confirm that it does not have a conflict of interest with either party to the dispute. Disputes remain in the IDRE Selection phase until the certified IDR entity has been either selected by both parties or assigned by the Departments, and the certified IDR entity has confirmed that it has no conflict of interest.
- IDRE Eligibility Review.** After the certified IDR entity confirms it has no conflict of interest with either party to a dispute, it must determine if the dispute is eligible for the Federal IDR process. Disputes remain in this phase until the certified IDR entity either confirms the dispute is eligible for the Federal IDR process or closes the dispute for ineligibility or another reason.
- Offer Submission.** Disputes move to this phase after the certified IDR entity confirms the dispute is eligible for the Federal IDR process. Each party must submit its payment offer within 10 business days after the certified IDR entity sends the “Notice of Offer” web form and must pay both the certified IDR entity fee and administrative fee on or before the offer due date. Disputes remain in this phase until either: (1) both parties have submitted offers and fees, (2) the offer submission due date has passed, or (3) the certified IDR entity closes the dispute for another reason.
- IDRE Offer Review.** Disputes move to this phase once offers are submitted. The certified IDR entity reviews the submitted offers and chooses one offer as the final payment amount and notifies both parties and the Departments. Disputes remain in this phase until the certified IDR entity makes a final payment determination or closes the dispute for another reason.

9.2. Dashboard Availability

The IDR Gateway Dashboard is disabled for users who have not joined an organization.

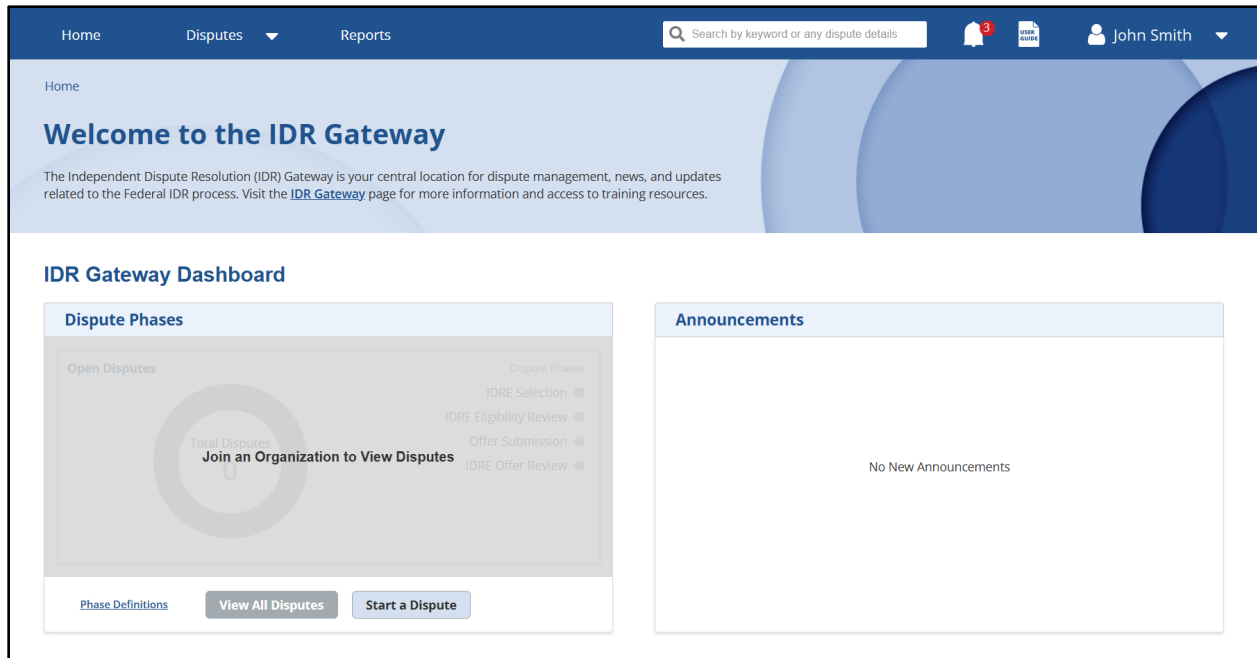


Figure 23. IDR Gateway Dashboard (Disabled)

9.3. Search for Disputes

A global search option is available from the Menu bar to allow users to search for a dispute by number or keyword (dispute details). Global search returns the first 5 results at both the dispute and dispute line item level across:

- All open disputes
- Disputes closed within the previous 7 calendar days of the search

Users can view up to 200 search results by selecting the **View More** button.



If a user enters the full dispute number for a dispute that has been successfully mapped to the organization within the IDR Gateway, the global search feature will return a single result, even if the dispute was closed more than 7 calendar days prior to the date of the search. Only disputes that were open as of September 14, 2026, are currently available in the IDR Gateway.

Users can also search for disputes within the **Open**, **Selection Due**, **Offers Due**, and **Closed** tabs of the “Disputes” page to find disputes in specific phases. Refer to Sections 10.3 through 10.6 for more information on the data available on the “Disputes” page.

To search for a dispute using a global search:

1. Enter at least three characters of a dispute number, keyword, or any dispute details in the **Search** field in the Menu bar. The “Search Results” page displays.



Search using the exact dispute number or claim number when possible, as this retrieves fewer results. Users can also search using field names or values listed in reports downloaded from the “Reports” page. Refer to Section 11 for more information on reports available within the IDR Gateway.

Home
Disputes
Reports

DISP-1537

4

JOHN SMITH

Search Results

Top Results

Disputes
Dispute Line Items

Disputes

Dispute Name	Dispute Phase	Certified IDR Entity	Initiating Party	Initiating Party Email	Non-Initiating Party	Non-Initiating Party Email	Created Date
DISP-153798	Select IDRE	TBD	Healthcare ABC	jane.doe@gmail.com	Payer Co.	john.doe@gmail.com	05/07/2026, 4:43 PM
DISP-153792	Select IDRE	TBD	Healthcare ABC	jane.doe@gmail.com	ShieldPoint Corporat...	john.doe@gmail.com	05/08/2026, 2:23 PM
DISP-153789	IDRE Eligibility ...	IDR Disputes Co.	Healthcare ABC	jane.doe@gmail.com	National Group Insur...	john.doe@gmail.com	05/01/2026, 3:00 PM
DISP-153787	IDRE Eligibility ...	MediResolutions...	Healthcare ABC	jane.doe@gmail.com	National Group Insur...	john.doe@gmail.com	04/30/2026, 11:43 AM
DISP-153786	IDRE Eligibility ...	IDR Disputes Co.	Healthcare ABC	jane.doe@gmail.com	ShieldPoint Corporat...	john.doe@gmail.com	04/29/2026, 4:24 PM

View More

Dispute Line Items

Description of Item or Service	Line Item Type	Claim Number	Date of Service	Service Code	Service Code Modifier	Place of Service Code	Location of Service
ssw		04634634534	7/1/2026	12		12	AK
dedfh		7656456	7/21/2026	542		54	AK
test	Bundled Item or Service	1656656	5/6/2026	3355	33, 85, 12	33	AK
test2		04634634534	4/27/2026	8512		85	AK
test3		123698555555	4/21/2026	4757		47	AK

Figure 24. Search Results

2. Select the **View More** button to view additional search results at the dispute or dispute line item level. Search results display in the table.

IDR Dispute Name	Dispute Phase	Closure ...	Initiating Party Na...	Non-Initiating Pary ...	IDR Entity	Closed Date	Created Date ↑
DISP-153798	Select IDRE		Healthcare ABC	Payer Co.	TBD	05/07/2026, 4:43 PM	05/07/2026, 4:43 PM
DISP-153792	Select IDRE		Healthcare ABC	ShieldPoint Corporat...	TBD	05/08/2026, 2:23 PM	05/08/2026, 2:23 PM
DISP-153789	IDRE Eligibility ...		Healthcare ABC	National Group Insur..	IDR Disputes Co.	05/01/2026, 3:24 PM	05/01/2026, 3:00 PM
DISP-153787	IDRE Eligibility ...		Healthcare ABC	National Group Insur..	MediResolutions...	04/30/2026, 1:32 PM	04/30/2026, 11:43 AM
DISP-153786	IDRE Eligibility ...		Healthcare ABC	ShieldPoint Corporat...	IDR Disputes Co.	04/29/2026, 4:35 PM	04/29/2026, 4:24 PM
DISP-153756	IDRE Eligibility ...		Healthcare ABC	Payer Co.	IDR Disputes Co.	04/29/2026, 3:25 PM	04/29/2026, 10:11 AM
DISP-153753	Submit Offer		Healthcare ABC	ShieldPoint Corporat...	MediResolutions...	04/27/2026, 2:26 PM	04/27/2026, 11:43 AM
DISP-153752	Submit Offer		Healthcare ABC	National Group Insur..	IDR Disputes Co.	04/25/2026, 1:16 PM	04/24/2026, 4:24 PM
DISP-153745	Submit Offer		Healthcare ABC	National Group Insur..	MediResolutions...	04/25/2026, 1:00 PM	04/22/2026, 3:00 PM
DISP-153743	IDRE Offer Revi...		Healthcare ABC	ShieldPoint Corporat...	Neutral Outcomes	04/25/2026, 11:00 AM	04/22/2026, 2:00 PM
DISP-153734	IDRE Offer Revi...		Healthcare ABC	Payer Co.	MediResolutions...	04/25/2026, 10:24 AM	04/22/2026, 1:28 PM
DISP-153733	IDRE Offer Revi...		Healthcare ABC	ShieldPoint Corporat...	MediResolutions...	04/22/2026, 4:36 PM	04/21/2026, 4:38 PM
DISP-153732	Payment Deter...	Payment...	Healthcare ABC	National Group Insur	MediResolutions...	04/22/2026, 3:45 PM	04/21/2026, 4:00 PM
DISP-153729	Payment Deter...	Payment...	Healthcare ABC	National Group Insur..	IDR Disputes Co.	04/22/2026, 2:40 PM	04/21/2026, 3:24 PM
DISP-153728	Without Payme...	Not Eligi...	Healthcare ABC	ShieldPoint Corporat...	Neutral Outcomes	04/22/2026, 1:17 PM	04/21/2026, 12:35 PM

Figure 25. IDR Disputes Search Results

3. To filter the results, select from the available filter options and select the **Apply** button. The results display in the table.



Narrowing results by the Created Date filter reduces the time required to return search results.

4. Select the dropdown arrow next to a column name to sort the results in ascending or descending order.
5. Select a dispute number link in the IDR Dispute table to display the dispute details.

9.4. Process Disputes

From the Menu bar, users can quickly start a dispute, view all disputes, submit a selection, submit an offer, and generate reports.

- Select **Start a Dispute** from the Disputes dropdown to begin a dispute.
- Select **View All Disputes** from the Disputes dropdown to review all the organization disputes.
- Select **Submit Selection** from the Disputes dropdown to select a certified IDR entity.
- Select **Submit Offers** from the Disputes dropdown to submit offers due.



For detailed information about how to process disputes the IDR Gateway, refer to the different IDR web form user guides listed in the Resources section.

Email the Federal IDR Questions mailbox for help. Send any web form questions to: FederalIDRQuestions@cms.hhs.gov.

All IDR Gateway users can access the “IDR Entity Selection Response,” “IDR Entity Reselection Response,” and “Notice of Offer” web forms using the link in the system-generated email.

To access web forms using a link:

1. From the email with the following subject lines, select the IDR Gateway web form link:
 - a. IDR Entity Selection Response: “Action Required for DISP-XXXXXX: Certified IDR Entity Selection Agreement or Disagreement Needed”
 - b. IDR Entity Reselection Response: “Action Required for DISP-XXXXXX: New Certified IDR Entity Selected” or “Action Required for DISP-XXXXXX: New Certified IDR Entity and Health Plan Type Update”
 - c. Notice of Offer: “Action Required for DISP-XXXXXX: Your IDR Notice of Offer Submission Is Due”
2. Sign in to the IDR Gateway.
 - a. If you have joined an organization, the first page of the web form displays.
 - b. If you have not joined an organization, the “Enter Your Dispute Reference Number” page displays.

If you have not joined an organization, you must enter the **Dispute Reference Number** found in the emails listed in Step 1 and select **Continue**. The first page of the web form displays.

10. Review Organization Disputes

Users who have joined an organization can access their organization's disputes by selecting the **View All Disputes** option from the **Disputes** tab on the Menu bar. The "Disputes" page displays the disputes users can access based on their role and workspaces assignments.

The "Disputes" page provides an **Understanding the Disputes Summary and Actions** section, a **Disputes Summary and Actions** section, and a **Start a Dispute** button at the top of the "Overview" section.

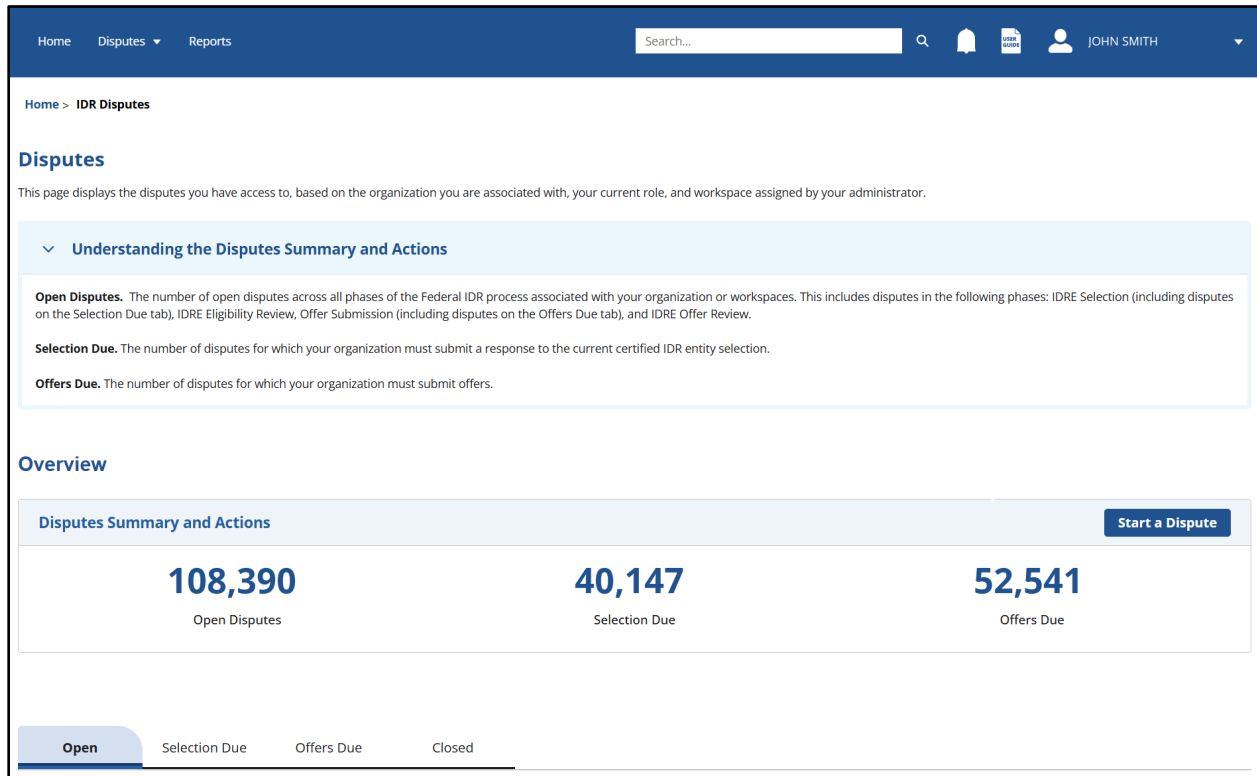


Figure 26. Disputes Page

10.1. Disputes Summary and Actions

The following dispute phases are included and explained in the **Disputes Summary and Actions**:

- **Open Disputes.** The number of open disputes across all phases of the Federal IDR process associated with your organization or workspaces. This includes disputes in the IDRE Selection (including disputes on the **Selection Due** tab), IDRE Eligibility Review, Offer Submission (including disputes on the **Offers Due** tab), and IDRE Offer Review phases.
- **Selection Due.** The number of disputes for which your organization must submit a response to the current certified IDR entity selection.
- **Offers Due.** The number of disputes for which your organization must submit offers.

10.2. Disputes Tabs

Users can select various tabs to review disputes sorted by status:

- **Open.** Displays all open disputes related to the organization and workspace(s).
- **Selection Due.** Provides a summary of all disputes within the 3-day deadline to submit selection responses.
- **Offers Due.** Lists all disputes that need an offer submitted.
- **Closed.** Displays all closed disputes related to the organization and workspace(s), within the last year.

The disputes tables display up to 50,000 results. The IDR Gateway applies a default date range filter to each tab to limit results.



If results exceed maximum limits with default filters, adjust the date range and apply other available filters to further limit results.

10.3. Review Open Disputes

To review your open disputes in the IDR Gateway:

1. From the “Disputes” page, select the **Open** tab. This table will display up to 50,000 disputes. Adjust the filters if necessary.



The **Created Date Range** filter on the **Open** tab is limited to 30 calendar days. This filter defaults to show disputes that were created within the last 30 calendar days of the current date.

2. Select the next page arrow under the table to display additional open disputes.
3. To search open disputes, enter the dispute number in the **Search** field. The search results are limited to the selected table filters (including the 30-calendar-day created date range filter). The results display in the table.
4. To filter the results, select from the available filter options or enter dates and select the **Apply** button. The results display in the table.

Open
Selection Due
Offers Due
Closed

Open

Filters

Dispute Number Search:

Search for filtered results by dispute number (DISP-XXXXXX)

* Created Date Range (30 days max):

Aug 28, 2026
Sep 29, 2026

Apply

Clear

Dispute Phase:

- All -

Certified IDR Entity:

- All -

Initiating Party:

- All -

Non-Initiating Party:

- All -

Showing 1 - 500 of 49,998
Results matching your filters:
49,998
ABC Organization's open disputes:
176,890

Dispute Number ↑	Dispute Phase	Certified IDR Entity	Initiating Party	Initiating Party Email	Non-Initiating Party	Non-Initiating Party Email	Created Date
DISP-159874	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026
DISP-159877	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026
DISP-159871	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026
DISP-159870	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026
DISP-159875	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.com	09/29/2026
DISP-159876	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026
DISP-159890	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.com	09/29/2026
DISP-159800	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.com	09/29/2026
DISP-159866	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.com	09/29/2026
DISP-159888	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026
DISP-150800	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026
DISP-129866	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.com	09/29/2026
DISP-059888	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026
DISP-291837	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026
DISP-648519	IDRE Selection	TBD	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.com	09/29/2026
DISP-059888	IDRE Eligibility Review	IDR Disputes Co.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026
DISP-291837	IDRE Eligibility Review	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.com	09/29/2026
DISP-648519	IDRE Eligibility Review	IDR Disputes Co.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.com	09/29/2026
DISP-159874	IDRE Eligibility Review	IDR Disputes Co.	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026

< Previous
1
2
3
4
5
...
100
Next >

Figure 27. Dispute Page (Open Tab)

10.4. Review Disputes with Selection Due

The **Selection Due** tab displays all your organization's disputes that have a deadline for a party to choose a certified IDR entity.

- If you are the party receiving the notice of IDR initiation (the non-initiating party), you must respond by selecting a certified IDR entity within 3 business days of receiving the "Selection Response" form.
- If you are the initiating party, you must select a certified IDR entity within 3 days of the Notice of IDR Initiation submission date.

To review your disputes that need a certified IDR entity selection:

1. From the "Disputes" page, select the **Selection Due** tab. This table will display up to 50,000 disputes that need a certified IDR entity selection. Adjust the filters if necessary.



The **Selection Due Date Range** filter on the Selection Due tab is limited to 30 calendar days. This filter defaults to showing disputes for which the selection due date is within 30 calendar days from the current date.

2. Page over to display more open disputes in additional tables by selecting the page number button or Previous/Next arrow links under the table.
3. Select the **arrow** in the column header to sort by ascending/descending order. This table contains the following columns:
 - a. Dispute Number
 - b. Currently Selected IDRE
 - c. Initiating Party
 - d. Initiating Party Email
 - e. Non-Initiating Party
 - f. Non-Initiating Party Email
 - g. Selection Due Date
 - h. Action Required
4. To search disputes, enter the dispute number in the **Search** field. The search results are limited to the selected table filters (including the 30-calendar-day created date range filter). The results display in the Selection Due table.
5. To filter the results, select from the available filter options and select the **Apply** button (or **Clear** button to start over). The results display in the table.
6. Select the **Submit Selection** button in the Action Required column to access the "IDR Entity Selection Response" or "IDR Entity Reselection Response" web form to respond to the currently selected certified IDR entity for the dispute. If you are the initiating party, and the non-initiating party did not agree with your selected certified IDR entity, you must submit the "IDR Entity Reselection Response" web form within 3 days of the Notice of IDR Initiation submission date.

Open
Selection Due
Offers Due
Closed

Selection Due

Filters

Dispute Number Search:

* Selection Due Date Range:

Sep 29, 2026

Oct 28 2026

Apply

Currently Selected IDRE:
Initiating Party:
Non-Initiating Party

- All -

- All -

- All -

Clear

Showing 1 - 500 of 49,998
Results matching your filters:
49,998
ABC Organization's disputes in Selection:
176,890

Dispute Number ↓	Currently Selected IDRE	Initiating Party	Initiating Party Email	Non-Initiating Party	Non-Initiating Party Email	Selection Due Date	Action Required
DISP-159874	IDR Disputes Co.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Selection
DISP-159873	Dispute Co.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Selection
DISP-159870	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026	Submit Selection
DISP-159868	Dispute Co.	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026	Submit Selection
DISP-159867	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Selection
DISP-158866	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Selection
DISP-158742	Neutral Outcomes	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Selection
DISP-158740	Dispute Co.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Selection
DISP-158739	Dispute Co.	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026	Submit Selection
DISP-158736	Dispute Co.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Selection
DISP-158724	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Selection
DISP-158723	Dispute Co.	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/30/2026	Submit Selection
DISP-158722	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/30/2026	Submit Selection
DISP-158720	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/30/2026	Submit Selection
DISP-158719	Neutral Outcomes	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/30/2026	Submit Selection
DISP-158713	Dispute Co.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/30/2026	Submit Selection
DISP-157799	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/30/2026	Submit Selection
DISP-157787	Dispute Co.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/30/2026	Submit Selection
DISP-157785	Dispute Co.	Healthcare ABC	careabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/30/2026	Submit Selection

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Figure 28. Disputes Page (Selection Due Tab)

10.5. Review Disputes with Offers Due

The **Offers Due** tab lists your organization's disputes that have a deadline for submitting your final payment offer to the certified IDR entity after it has been selected. Each party must submit its payment offer within 10 business days after the certified IDR entity sends the "Notice of Offer" web form and must pay both the certified IDR entity fee and administrative fee directly to the certified IDR entity on or before the offer due date.

Failing to meet the 10-business-day submission deadline for fees and offers will result in your offer not being considered valid, affecting the outcome of your IDR dispute.

If the certified IDR entity makes a payment determination, the amount due to the prevailing party must be paid no later than **30 calendar days** after that determination.

To review your disputes with offers due:

1. From the “Disputes” page, select the **Offers Due** tab. This table displays up to 50,000 disputes with offers due.



The **Offer Due Date Range** filter on the **Offer Due** tab is limited to 30 calendar days. This filter defaults to show disputes with an offer due date within 30 calendar days from the current date.

Open

Selection Due

Offers Due

Closed

Offers Due

Filters

Dispute Number Search:

Search for filtered results by dispute number (DISP-XXXXXX)

Sep 29, 2026

Oct 28, 2026

Apply

Currently Selected IDRE:

- All -

Initiating Party:

- All -

Non-Initiating Party:

- All -

Clear

Showing 1 - 500 of 49,998

Results matching your filters: 49,998

ABC Organization's disputes with offers due: 176,890

Dispute Number	Certified IDR Entity	Initiating Party	Initiating Party Email	Non-Initiating Party	Non-Initiating Party Email	Offer Due Date	Action Required
DISP-167859	IDR Disputes Co.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Offer
DISP-167858	Dispute Co.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Offer
DISP-167857	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026	Submit Offer
DISP-167855	Dispute Co.	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026	Submit Offer
DISP-167854	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Offer
DISP-167853	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Offer
DISP-167848	Neutral Outcomes	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Offer
DISP-167847	Dispute Co.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Offer
DISP-167846	Dispute Co.	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026	Submit Offer
DISP-167845	Dispute Co.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Offer
DISP-167843	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Offer
DISP-167842	Dispute Co.	Healthcare ABC	healthcareabc@email...	National Group Insurance	national.group@ema...	09/29/2026	Submit Offer
DISP-167832	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Offer
DISP-167831	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Offer
DISP-167830	Neutral Outcomes	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Offer
DISP-167828	Dispute Co.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	09/29/2026	Submit Offer
DISP-167827	MediResolutions Inc.	Healthcare ABC	healthcareabc@email...	Payer Co.	payerco@insurance.c...	09/29/2026	Submit Offer
DISP-167826	Dispute Co.	Healthcare ABC	healthcareabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	10/15/2026	Submit Offer
DISP-167825	Dispute Co.	Healthcare ABC	careabc@email...	ShieldPoint Corporation	shieldpoint@corp.com	10/15/2026	Submit Offer

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Figure 29. Disputes Page (Offers Due Tab)

2. To search disputes, enter the dispute number in the **Search** field. The search results are limited to the selected table filters (including the 30-calendar-day created date range filter). The results display in the Offer Due table.
3. To filter the results, select from the **filter dropdowns** or enter dates as needed and select the **Apply** button (or **Clear** button to start over). The filtered results display in the table.

4. Select the **Submit Offer** button in the Action Required column to submit your offer for the associated dispute.

10.6. Review Closed Disputes

A “closed dispute” means the dispute has been formally concluded by the certified IDR entity. This can happen for several reasons. Understanding the closure reason and refund rules is important for both parties and certified IDR entities.

If you believe the certified IDR entity made an error that affected your closed dispute, refer to reopening guidance in [Errors Identified After Dispute Closure](#).

The **Closure Definitions** link allows users to view closed dispute reasons, such as:

- **Not Eligible.** Closed because a dispute is not eligible for the Federal IDR process
- **Settlement.** Closed because both parties (initiating and non-initiating) agree to an out-of-network rate before the certified IDR entity makes a payment determination
- **Withdrawn.** Closed because both parties agree to withdraw a dispute before the certified IDR entity makes a payment determination
 - Also used when the certified IDR entity: 1) requests additional information to determine eligibility and both parties failed to respond, or 2) cannot make a payment determination because both parties failed to submit offers
- **Fee was not paid.** Closed because both the initiating and the non-initiating parties failed to pay either the administrative fees or certified IDR entity fees
- **Payment Determination Reached.** Closed because a certified IDR entity makes a final payment determination
 - Parties may navigate to the **Outcomes** tab to view the outcome or payment determination made by the certified IDR entity.
- **Administrative Closure.** Closed because the dispute is closed for an administrative closure reason, including duplicate dispute, or data entry error

To review closed disputes:

1. From the “Disputes” page, select the **Closed** tab. This table displays up to 50,000 of your disputes closed in the last 7 calendar days.



The **Closed Date Range** filter on the **Closed** tab is limited to 7 calendar days, and defaults to show disputes that were closed within the last 7 calendar days of the current date.

Open Selection Due Offers Due **Closed**

Closed [? Want to know what these terms mean? View the **Closure Definitions**](#)

Filters

Dispute Number Search: * Closed Date Range (7 days max): Dispute Phase:

Certified IDR Entity: Initiating Party: Non-Initiating Party: Closure Reason:

Showing 1 - 500 of 49,998 Results matching your filters: **49,998** ABC Organization's closed disputes: **210,996**

Dispute Num...	Dispute Phase	Certified IDR Entity	Initiating Party	Initiating Party Email	Non-Initiating Party	Non-Initiating Party Email	Closure Reason	Closed Date
DISP-134576	Payment Determ...	Disputes R Us	Healthcare ABC	healthcareabc@em...	National Group Insurance	national.group@ema...	Not Eligible	09/29/2026
DISP-134578	Payment Determ...	Resolutions, Inc.	Healthcare ABC	healthcareabc@em...	ShieldPoint Corporation	shieldpoint@corp.com	Not Eligible	09/29/2026
DISP-134579	Payment Determ...	Neutral Outcomes	Healthcare ABC	healthcareabc@em...	National Group Insurance	national.group@ema...	Not Eligible	09/29/2026
DISP-134584	Payment Determ...	IDR Disputes Co.	Healthcare ABC	healthcareabc@em...	National Group Insurance	national.group@ema...	Not Eligible	09/29/2026
DISP-134585	Payment Determ...	Disputes R Us	Healthcare ABC	healthcareabc@em...	Payer Co.	payerco@insurance.c...	Not Eligible	09/29/2026
DISP-134587	Payment Determ...	Resolutions, Inc.	Healthcare ABC	healthcareabc@em...	Payer Co.	payerco@insurance.c...	Settlement	09/29/2026
DISP-134592	Payment Determ...	MediResolutions ...	Healthcare ABC	healthcareabc@em...	National Group Insurance	national.group@ema...	Settlement	09/29/2026
DISP-134593	Payment Determ...	MediResolutions ...	Healthcare ABC	healthcareabc@em...	National Group Insurance	national.group@ema...	Settlement	09/29/2026
DISP-134594	Payment Determ...	Neutral Outcomes	Healthcare ABC	healthcareabc@em...	ShieldPoint Corporation	shieldpoint@corp.com	Settlement	09/29/2026
DISP-134595	Payment Determ...	Resolutions, Inc.	Healthcare ABC	healthcareabc@em...	ShieldPoint Corporation	shieldpoint@corp.com	Fee was not paid	09/29/2026
DISP-134596	Payment Determ...	MediResolutions ...	Healthcare ABC	healthcareabc@em...	National Group Insurance	national.group@ema...	Fee was not paid	09/29/2026
DISP-134597	Payment Determ...	MediResolutions ...	Healthcare ABC	healthcareabc@em...	National Group Insurance	national.group@ema...	Administrative Clos...	09/29/2026
DISP-134675	Payment Determ...	Neutral Outcomes	Healthcare ABC	healthcareabc@em...	Payer Co.	payerco@insurance.c...	Administrative Clos...	09/29/2026
DISP-134676	Payment Determ...	Neutral Outcomes	Healthcare ABC	healthcareabc@em...	National Group Insurance	national.group@ema...	Administrative Clos...	09/29/2026
DISP-134678	Without Paymen...	Neutral Outcomes	Healthcare ABC	healthcareabc@em...	ShieldPoint Corporation	shieldpoint@corp.com	Administrative Clos...	09/29/2026
DISP-134683	Without Paymen...	MediResolutions ...	Healthcare ABC	healthcareabc@em...	National Group Insurance	national.group@ema...	Payment Determin...	09/29/2026
DISP-134684	Without Paymen...	IDR Disputes Co.	Healthcare ABC	healthcareabc@em...	Payer Co.	payerco@insurance.c...	Payment Determin...	09/29/2026
DISP-134693	Without Paymen...	Resolutions, Inc.	Healthcare ABC	healthcareabc@em...	Payer Co.	payerco@insurance.c...	Payment Determin...	09/29/2026

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Figure 30. Disputes Page (Closed Tab)

2. Use the **Next** button to view more closed disputes as needed.
3. To search disputes, enter the dispute number in the **Search** field. The search results are limited to the selected table filters (including the 7-calendar-day closed date range filter). The results display in the Closed table.
4. To filter the results, including to display older closed disputes, select from the **filter dropdowns** or enter dates as needed.
5. Select the **Apply** button (or **Clear** button to start over). The filtered results display in the table.

10.7. Access a Dispute Record

An IDR dispute record contains the official documentation and data that captures details of a specific payment disagreement under the Federal IDR process between an out-of-network provider or facility and a health plan or insurer. It is the administrative and legal record of the dispute, including all submissions, communications, and the final resolution.

To access an individual dispute record for your organization:

1. Select the **Disputes** button from the menu bar.
2. Select the “View All Disputes” option from the dropdown list or the **View All Disputes** button from the **IDR Gateway Dashboard**.
3. From any of the available tabs, select a **hyperlinked dispute number** from the table on the page.

Archived Documents

Users can select the **View Archive** button on the **Documents** tab to access all documentation submitted or uploaded in support of the dispute, such as the Notice of IDR Initiation PDF, open negotiation proof, extension attachments, and final determination PDF.

Dispute documentation is archived when the dispute is closed and has not been modified in the last 30 days.

10.8. Dispute Record Tabs

“Dispute Record” pages provide an “Overview” section with **Dispute Summary** information and “Next Action” sections, as well as detailed information for that specific dispute organized in multiple tabs. The tabbed information includes:

- Overview
- Line Items
- Selection
- Offer
- Outcomes
- Documents
- Notifications History

Home Disputes Reports Search... JOHN SMITH

Home > IDR Dispute > DISP-3612410

DISP-3612410

Summary

Initiating Party TestOrgA	Non-Initiating Party TestOrg XYZ	Certified IDR Entity	Current Phase IDRE Selection
Admin Fee Paid Yes	Entity Fee Paid Yes	Dispute Type Single patient encounter	Bundled Items No

Next Action

Reselection Response Submitted
No Action Required

The Initiating party response to your certified IDR entity selection is pending. You do not need to take any action at this time.

Overview Line Items Selection Offer Outcomes Documents Notifications History

Figure 31. Dispute Record Page

10.9. Review the Dispute Overview

The **Overview** tab in a dispute record provides the Qualification Questions and all contact information for the dispute. For more information about fields on the Overview tab, refer to the Field Reference Guide on the [IDR Gateway](#) page.

The screenshot shows the 'Overview' tab of a dispute record for 'DISP-3612409'. The page has a blue header with navigation links (Home, Disputes, Reports), a search bar, and a user profile (JOHN SMITH). Below the header, the breadcrumb 'Home > IDR Dispute > DISP-3612409' is visible. The main content area is divided into two columns. The left column, titled 'Summary', contains a table with four rows of dispute details: Initiating Party (TestOrgA), Non-Initiating Party (TestOrgZ), Certified IDR Entity, Current Phase (IDRE Selection), Admin Fee Paid (No), Entity Fee Paid, Dispute Type (Single patient encounter), and Bundled Items (No). The right column, titled 'Next Action', contains a 'Selection Response Form' section with a message: 'XYZ Health Test must submit the IDR Entity Selection Response web form by 9/24/2026.' and a button labeled 'Respond to IDRE Selection'. Below these columns is a horizontal tab bar with 'Overview' selected, followed by 'Line Items', 'Selection', 'Offer', 'Outcomes', 'Documents', and 'Notifications History'. The 'Overview' section is expanded, showing 'Qualification Questions' with several input fields: 'Initiating Party type' (Health care facility), 'Health Plan Type' (Fully insured private group health plan), 'Health Plan Funding Type', 'Other Health Plan Type', 'Open Negotiation Start Date?' (8/7/2026), 'Health Plan Attestation?', and 'Health Plan State Law Opt-In?'.

Figure 32. Dispute Record Page (Overview Section)

To find the overview information for a specific dispute:

1. From an individual “Dispute Record” page, select the **Overview** tab. This tab displays the answered Qualification Questions and contact information for both the Initiating Party and Non-Initiating Party, such as mailing addresses, email addresses, and phone numbers.
2. Scroll down to locate the needed collapsible section, including:
 - a. Qualification Questions
 - b. Initiating Party Information
 - c. Initiating Party: Primary Contact Information
 - d. Initiating Party: Secondary Contact Information
 - e. Non-Initiating Party Information
 - f. Non-Initiating party: Primary Contact Information
 - g. Non-Initiating Party: Secondary Contact Information

10.10. Review Dispute Line Items

Dispute line items are the qualified items or services under dispute, associated with the dispute number, and can contain multiple line items if it is a batched or bundled dispute.

To search for a dispute line item:

1. From an individual “Dispute Record” page, select the **Line Items** tab. This tab provides a list of items or services on the dispute and links to line item details. Note: Dispute action buttons are hidden from View Only roles.
2. Enter a claim number, date of service, or service code to search for a dispute line item.

	Description of Item(s) or service(s)	Line Item Type	Claim Number	Date of Service	Service Code	Service Code Modifier	Place of Service Code	Location of Service
1	Total Knee Replacement		ECKT78409JL52	2026-08-03	27447	59;LT	21	SC
2	Arthroscopy		123456789A	2026-08-03	01638		21	SC
3	Meniscectomy		123456789B	2026-08-03	07314		21	SC

Figure 33. Dispute Record Page (Line Items Tab, Dispute Line Items Table)

3. Select the hyperlinked description of the item or service from the dispute line items table, in the **Description of Item or Service** column. The details page displays the offer details, documents, and final resolutions, including prevailing offer amount, for the selected item.

Home Disputes Reports Search... JOHN SMITH

Home > IDR Dispute > DISP-3612410

DISP-3612410

Summary

Initiating Party TestOrgA	Non-Initiating Party TestOrg XYZ	Certified IDR Entity	Current Phase IDRE Selection
Admin Fee Paid Yes	Entity Fee Paid Yes	Dispute Type Single patient encounter	Bundled Items No

Next Action

Reselection Response Submitted
No Action Required

The Initiating party response to your certified IDR entity selection is pending. You do not need to take any action at this time.

Overview **Line Items** Selection Offer Outcomes Documents Notifications History

[Return to Line Item List](#)

Line Item Details

i This page contains information for the line item across all phases of the dispute process. To submit an offer, select the **Offer** tab above.

Dispute Line Item Details

Description of Item or Service Total Knee Replacement	Service Code 27447
Claim Number ECKT78409JL52	Service Code Modifier 59;LT
Date of Service 8/3/2026	Place of Service Code 21
Line Item Type	Location of Service SC
Qualified Payment Amount (QPA) 6000.00	Specified State Law Applicability?
Initial Payment	Type of Qualified Item(s) or Service(s)
Cost Sharing Amount 3000.00	Other Type of Qualified Item(s) or Service(s)

Figure 34. Dispute Record Page (Line Items Tab, Line Item Details View)

For more information about fields on the Line Items tab and Line Item Details view, refer to the Field Reference Guide on the [IDR Gateway](#) page.

To review dispute line item details:

1. Scroll down the page to the **Associated Dispute Line Items Documents** section to view related documentation.

Associated Dispute Line Item Documents				
Search by description, line item type, service code, place Q				
Showing 1 - 1 of 1				
File Name	Document Category	Size	Date Uploaded	
1 KneeReplacementBill.pdf	Notice Of Initiation	12 KB	9/16/2026	

Figure 35. Associated Dispute Line Item Documents Table

2. Search by claim number, service code, or date of service. The line item offer details display the offer amount for each line item provided by both parties, which is also listed in the payment determination letter PDF.

To review the initiating party offer details:

Scroll down to the **Initiating Party Offer Details** section to display the details of the initiating party's offer.

Initiating Party Offer Details	
Initiating Party Name Health care facility	Initiating Party Coverage Area Zip Code
Initiating Party Final Payment Offer 2000.00	Initiating Party Geographic Region
Initiating Party Percentage of QPA 33.33	Initiating Party Practice Specialty Orthopedics

Figure 36. Initiating Party Offer Details Section

To review the non-initiating party offer details:

Scroll down to the **Non-Initiating Party Offer Details** section to display the details of the non-initiating party's offer.

Non Initiating Party Offer Details	
Non Initiating Party Name Group health plan	Non Initiating Party Coverage Area Zip Code 22044
Non Initiating Party Final Payment Offer 2000.00	Non Initiating Party Geographic Region Washington-Arlington-Alexandria, DC-VA-MD-WV
Non Initiating Party Percentage of QPA 33.33	Non Initiating Party Practice Specialty

Figure 37. Non-Initiating Party Offer Details Section

To review the line item determinations:

Scroll down to the **Line Item Determination** section to review the Final Resolution and Rationale for Determination text box, if applicable.

1. The **Final Resolution** field includes the reason for the final payment determination for the dispute line item, including:

- a. In Favor of Plan/Issuer
 - b. In Favor of Provider/Facility/AA Provider
 - c. Settlement Reached
 - d. Not Eligible
 - e. Resubmission Needed
 - f. Not applicable
2. The Rationale for Determination text box displays an explanation of the determination, including what information was used in the decision.

Line Item Determination

Final Resolution In Favor of Plan/Issuer	Rationale Text Ruled in favor of plan/issuer.
---	--

Figure 38. Line Item Determination Section

10.11. Review Selection Information

For more information on fields in the **Selection** tab, refer to the Field Reference Guide on the [IDR Gateway](#) page.

To view selection information for a specific dispute:

1. From an individual “Disputes Record” page, select the **Selection** tab OR select a **notification** from the “Home” page about the dispute in question.

Overview Line Items **Selection** Offer Outcomes Documents Notifications History

IDR Entity Selection Process

▼ IDR Entity Selection Overview

Selection Response due date 9/21/2026	Awaiting Response From IDR Entity
--	--------------------------------------

▼ Federal IDR Process Applicability Objection

The non-initiating party selected the following reasons on the IDR Entity Selection Response web form to explain why items or services under dispute were not eligible for the Federal IDR process.

Ineligibility reasons selected by non-initiating party	Other ineligibility reasons
--	-----------------------------

▼ IDR Entity Selection History

Showing 1 - 3 of 3

	Submitted Date	Form Submitted On	Selected IDR Entity	Selected By	Assigned IDR Entity	COI
1	9/16/2026	IDR Entity Reselection	IDRE TEST ACCOUNT 12	Non-Initiating Party	IDRE TEST ACCOUNT 12	No
2	9/16/2026	IDR Entity Selection	IDRE TEST ACCOUNT 12	Non-Initiating Party		No
3	9/16/2026	IDR Entity Reselection	IDRE TEST ACCOUNT 6	Initiating Party		

Figure 39. Dispute Record Page (Selection Tab)

2. Review the **Selection Overview** and the **Selection History** provided. This tab links to the “IDR Entity Selection/Reselection Response” web forms via the Respond to **IDRE Selection** button.
3. As applicable, select the **Respond to IDRE Selection** button.

10.12. Review Offer Information

For more information on fields in the **Offer** tab, refer to the Field Reference Guide on the [IDR Gateway](#) page.

To view offer information for a specific dispute:

1. From an individual “Disputes Record” page, select the **Offer** tab. If offers are due and you haven’t submitted offers for this dispute yet, only the **Offers Overview** section displays.
2. Select the **Submit Offer** button to submit offers on a dispute.

The screenshot shows the IDR Gateway interface for a specific dispute record. At the top, there is a navigation bar with links for Home, Disputes, and Reports, along with a search bar and user profile (JOHN SMITH). The main content area is titled "DISP-3612345" and is divided into two main sections: "Summary" and "Next Action".

Summary Section:

Initiating Party TestOrgA	Non-Initiating Party TestOrgC	Certified IDR Entity IDRE TEST ACCOUNT 12	Current Phase Offer Submission
Admin Fee Paid No	Entity Fee Paid No	Dispute Type A batched dispute	Bundled Items No

Next Action Section:

Notice of Offer Form Due in 10 Days

TestOrgC must submit the Notice of Offer by 10/2/2026.

[Submit Offers](#)

Below these sections is a horizontal tab bar with options: Overview, Line Items, Selection, **Offer** (selected), Outcomes, Documents, and Notifications History.

Notice of Offer Section:

[Submit Offer](#)

Offers Overview

Offer Response Due Date 10/2/2026	Offer Submit Date
--------------------------------------	-------------------

Figure 40. Dispute Record Page (Offers Tab, Offer Due)

After an offer is submitted, the **Offer** tab displays the party's submitted offer details.

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

Home Disputes Reports Search... JOHN SMITH

Home > IDR Dispute > DISP-3612345

DISP-3612345

Summary

Initiating Party TestOrgA	Non-Initiating Party TestOrgC	Certified IDR Entity IDRE TEST ACCOUNT 12	Current Phase Offer Submission
Admin Fee Paid Yes	Entity Fee Paid Yes	Dispute Type A batched dispute	Bundled Items No

Next Action

Notice of Offer Form
No Action Required

No action is required at this time. Awaiting Non-Initiating party response.

Overview Line Items Selection **Offer** Outcomes Documents Notifications History

Notice of Offer

[Download Notice Of Offer](#)

Offers Overview

Offer Response Due Date 10/2/2026	Offer Submit Date 9/18/2026
--------------------------------------	--------------------------------

Additional Information

Showing 1 - 3 of 3

	Description of Item(s) or Service(s)	Claim Number	Provider or facility practice specialty	Location of Service	Date of Service	Service Code	% of QPA	QPA for Application Year	Final Payment Offer
1	Total Knee Replacement	ECKT78409JL52	Orthopedics	SC	8/2/2026	27447	33.33	6000	2000
2	Arthroscopy	123456789A	Orthopedics	SC	8/2/2026	01638	40	2000	800
3	Meniscectomy	123456789B	Orthopedics	SC	8/2/2026	07314	36	2500	900

Figure 41. Dispute Record Page (Offers Tab, Offer Submitted)

10.13. Review Dispute Outcomes

For more information on fields in the **Outcomes** tab, refer to the Field Reference Guide on the [IDR Gateway](#) page.

To view the outcome or payment determination made by the certified IDR entity:

1. Select the **Outcomes** tab from an individual “Disputes Record” page.
2. From this tab, you can:
 - a. Download Dispute Outcomes.
 - b. View dispute closure details, including payment determinations (if applicable).
 - c. View payment determination by item or services (if applicable).
 - d. View any line items with other closure reasons (for disputes without a payment determination).

Dispute Closure Details	
Date Payment Determination Sent: 07/29/2024	Closure Reason: Payment Determination Reached
Closed Date: N/A	Payment Determination Outcome: In Favor of Initiating Party
Dispute Eligible: Yes	

Figure 42. Dispute Record Page (Outcomes Tab)



If a dispute is closed without a payment determination, the **Date Payment Determination Sent** and **Payment Determination Outcome** fields will be blank.

Pending Decisions

If the selected certified IDR entity has not made a decision yet, this tab does not display any information. Instead, this tab displays a banner stating a decision is pending and you will receive a notification when the final outcome is ready for your review.

10.14. Review Documents

To view all documents submitted for the dispute:

1. From an individual “Disputes Record” page, select the **Documents** tab. This tab displays dispute documents with search and/or filter options and allows users to download documents. Examples include:
 - a. PDFs for completed “Notice of IDR Initiation,” “Selection Response,” or “Notice of Offer” web forms

- b. Payment determination PDFs
- c. Additional documentation your organization uploaded to the dispute

Documents

All documents submitted for this dispute can be found here. Dispute documents are archived when the dispute is closed and has not been modified in the last 30 days.

Search documents by file name

Filters

Upload Source:

Date Upload Range Start:

Date Upload Range End:

Dispute Documents

Showing 1 - 3 of 3

☐	File Name	Upload Source	Size	Date Uploaded
☐	IDRNoticeOfInitiation_DISP-3592126_9/16/2026.pdf	Notice of Initiation	49 KB	9/16/2026
☐	ProofofQPA_Hospital ABCD_DISP-3592126__09/18/26.pdf	Notice of Initiation	95 KB	9/16/2026
☐	ProofofOpenNegotiation_Hospital ABCD_DISP-3592126_9/16/2026.pdf		95 KB	9/16/2026

Figure 43. Dispute Record Page (Documents Tab)

2. Enter text to **Search** documents by file name.
3. **Filter** by Upload Source dropdowns or date upload range start or end.
4. Select the **Apply** button. Filtered results display in the table.
5. Select the arrow in the **Date Uploaded** column to sort by ascending or descending date.



If a file is not found, it may have been blocked during uploading into to the IDR Gateway. Contact the IDR Gateway Help Desk for assistance.

6. Select the **Download All** or **Download Selected** button as needed.
7. Select the **View Archive** button to review any archived documents for this dispute. Note: Dispute documents are archived when the dispute is closed and has not been modified in the last 30 days.
 - a. The **View Archive** button stays grayed out until the dispute has been closed for 30 days.
 - b. After 30 days, the button becomes active.

Archived Content Documents (2)

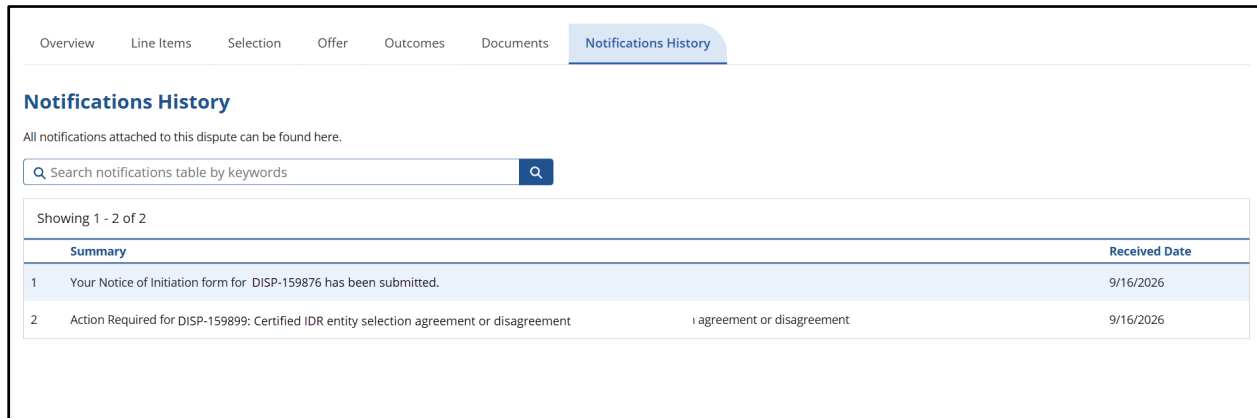
	Title	File Extension	Owner ID	Size	
1	ProofofOpenNegotiation_IPNameABC_DISP_123456_01...	pdf	JOHN SMITH	49394	Download
2	DISP-123456_IPNameABC_NoticeOfInitiation.pdf	pdf	JOHN SMITH	153506	Download

Figure 44. Dispute Record Page (Archived Documents Table)

10.15. Review Notifications History

To find all notifications attached to a dispute:

1. From an individual “Disputes Record” page, select the **Notifications History** tab.



Notifications History

All notifications attached to this dispute can be found here.

Search notifications table by keywords

Showing 1 - 2 of 2

	Summary	Received Date
1	Your Notice of Initiation form for DISP-159876 has been submitted.	9/16/2026
2	Action Required for DISP-159899: Certified IDR entity selection agreement or disagreement	9/16/2026

Figure 45. Dispute Record Page (Notifications History Tab)

2. This tab lists all notifications attached to this dispute.
3. Notifications are organized in a table with Summary and Received Date columns.
4. Select the arrow in the Received Date column to sort by ascending or descending date.
5. Enter a keyword to Search the notifications table.

11. Access Reports

The Reports option on the Menu bar is available to help users view and filter information for their organization's disputes. This option only displays for users who have joined an organization. These reports include only the disputes your organization started in the IDR Gateway, or disputes started outside the IDR Gateway that your organization administrator successfully mapped and confirmed.

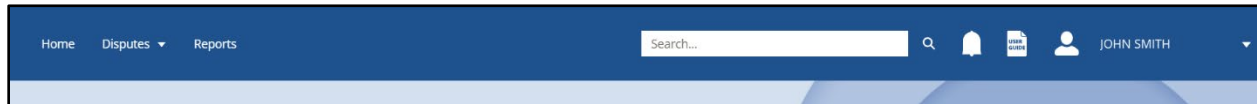


Figure 46. Menu Bar (Reports Option)

11.1. Reports Available in the IDR Gateway

Users have access to the following reports:

- **All Disputes.** All open and closed disputes associated with your organization in the IDR Gateway that have been confirmed (mapped), and were not closed prior to September 14, 2026 (the launch of the IDR Gateway)
- **Open Dispute Line Items.** Individual qualified items or services (line items) within mapped, open disputes associated with your organization
- **Closed Disputes Line Items.** Individual qualified items or services (line items) that are closed for any reason (not eligible, settlement, withdrawn, unpaid fee, payment determination reached, or administrative closure) within mapped, closed disputes associated with your organization
- **Resubmission Requested Line Items.** Individual qualified items or services (line items) the certified IDR entity is requesting the organization to resubmit within mapped disputes associated with your organization.
- **Selection Due.** All open disputes associated with your organization in the IDR Gateway that have been confirmed (mapped) where the certified IDR entity selection response is due within the next 30 calendar days
- **Offers Due.** All open disputes associated with your organization in the IDR Gateway that have been confirmed (mapped) where the submission of offers is due within the next 30 calendar days



Refer to the “Understanding Report Filters” section of this user guide for more information on date range filters and result limits.

For explanations of fields included in the reports, refer to the **Field Reference Guide** on the [IDR Gateway](#) page.

Understanding Report Filters

The reports show filtered data based on either default or user-selected filters. The filters:

- **All Disputes.** Defaults to show all open and closed disputes created within the last 7 calendar days of the current date
- **Open Dispute Line Items.** Defaults to show all dispute line items on open disputes created within the last 7 calendar days of the current date

- **Closed Dispute Line Items.** Defaults to show all dispute line items on disputes closed within the last 7 calendar days of the current date
- **Resubmission Requested Line Items.** Defaults to show all dispute line items the certified IDR entity requested the organization to resubmit on disputes created within the last 7 calendar days of the current date
- **Selection Due.** Defaults to show all confirmed (mapped) disputes associated with your organization where the selection response is due within the next 30 calendar days
- **Offers Due.** Defaults to show all confirmed (mapped) disputes associated with your organization where the submission of offers is due within the next 30 calendar days
- Preview up to 2,000 results within the IDR Gateway

Users can download a comma separated value (CSV) file of up to 50,000 results by selecting the **Export Filtered Data** button.



If filters match more than 50,000 results, the **Export Filtered Data** button is disabled and an error displays. Adjust the filters to narrow the results.

The screenshot shows the 'All Disputes' report header. A message bar at the top states: 'The IDR Gateway has identified 412,047 disputes that meet the currently selected filters. Current results exceed the maximum limit. Adjust the filters to narrow the results. Exported results are based on selected filters and limited to 50,000 results. Refer to the user guides on the [IDR Gateway page](#) for tips on adjusting filters.' Below this, the 'All Disputes' section shows 'Showing 1 - 2000 of 50,000' results. A filter summary indicates 'Results matching your filters: 176,890' and 'ABC Organization's total disputes: 412,047'. The 'Export Filtered Data' button is present but disabled.

Figure 47. All Disputes Report (Maximum Results Exceeded Error)

To search, filter, and download a report:

1. From the Menu bar, select the **Reports** button. The "Reports" page displays.
2. To search for a report, enter at least three characters of a keyword in the **Search** field.
3. Select a report from the Report Name column. The selected report displays.



Information displayed in the table is limited to a 7-calendar-day date range and previews up to 2,000 results at a time. To view up to 50,000 results at once, download the report by selecting the **Export Filtered Data** button.

Home > Reports > All Disputes

All Disputes

This report includes all open and closed disputes associated with your organization in the IDR Gateway that were not closed prior to September 14, 2026 (the launch of the IDR Gateway), and have been either mapped to your organization by your administrator or by the IDR Gateway system.

Reports preview up to 2,000 results. Select the **Export Filtered Data** button to export up to 50,000 results based on current filters.

Filters

Dispute Number Search:

Search for filtered results by dispute number (DISP-XXXXXX)

Apply

* Created Date Range (7 days max): **Aug 28, 2026** **Sep 29, 2026**

Dispute Phase: Select

Clear

All Disputes **Export Filtered Data**

Showing 1 - 2000 of 50,000 | Results matching your filters: **48,999** | ABC Organization's total disputes: **412,047**

Dispute Number	Created Date	Health Plan Type	Other Health Plan Type	Health Plan Funding Type	Health Plan State Law Opt-In	Batched?
DISP-123456	6/16/26	Church Plan	Medicare	Fully-Insured	Yes	Healthcare ABC
DISP-123457	6/16/26	Church Plan		Self-Insured	No	Healthcare ABC
DISP-123458	6/16/26	Church Plan		Self-Insured	No	Healthcare ABC
DISP-123459	6/16/26	Individual health insurance issuer		Fully-Insured	No	Healthcare ABC
DISP-123460	6/16/26	Individual health insurance issuer	Medicare	Fully-Insured	No	Healthcare ABC
DISP-123461	6/16/26	Fully insured ERISA group health plan		Fully-Insured	No	Healthcare ABC
DISP-123462	6/16/26	Fully insured ERISA group health plan		Fully-Insured	No	Healthcare ABC
DISP-123463	6/16/26	Individual health insurance issuer		Fully-Insured	Yes	Healthcare ABC
DISP-542901	8/10/26	Individual health insurance issuer		Fully-Insured	Yes	Healthcare ABC
DISP-542902	8/11/26	Individual health insurance issuer	Medicare	Fully-Insured	Yes	Healthcare ABC
DISP-542903	8/12/26	Individual health insurance issuer		Fully-Insured	Yes	Healthcare ABC
DISP-542904	8/13/26	Fully insured ERISA group health plan		Fully-Insured	No	Healthcare ABC
DISP-542905	8/14/26	Fully insured ERISA group health plan		Fully-Insured	No	Healthcare ABC
DISP-542906	8/14/26	Individual health insurance issuer		Fully-Insured	No	Healthcare ABC
DISP-542907	8/14/26	Fully insured ERISA group health plan		Fully-Insured	No	Healthcare ABC

Figure 48. All Disputes Report

4. Adjust the filters to display 50,000 or fewer results, if necessary. The available filters vary by report.
 - a. For the All Disputes report, you can filter by the created date range and dispute phase.
 - b. For Open Dispute Line Item and Resubmission Requested Line Item reports, you can filter by the created date range of the dispute containing the item or service.
 - c. For Closed Dispute Line Item report, you can filter by the closed date range of the dispute containing the item or service.
5. To sort the report details in ascending or descending order, select a dropdown option next to the column header, as needed.
6. To search for a dispute, enter the dispute number in the **Dispute Number Search** field. The search results are limited to the selected table filters (including the 7-calendar-day date range filters described in the earlier note).
7. Select the **Undo** icon to remove applied filters or sorting.
8. Select the **Export Filtered Data** button to export up to 50,000 results based on current filters.

12. Report Privacy and Security Incidents

The “Privacy & Security” page explains privacy issues, indicates who to contact with questions concerning privacy and security, and how to report a privacy and security incident.

A link to the “Privacy & Security” page is located in the footer of each page within the IDR Gateway.



Figure 49. Privacy & Security Page (How to Report a Privacy & Security Issue)

12.1. Cybersecurity or Privacy Incidents

A cybersecurity or privacy incident is a violation or imminent threat of violation of computer security policies, acceptable use policies, or standard security practices. All suspected incidents must be reported to the CMS IT Service Desk within one hour of identification.

- Phone: 410-786-2580 or 800-562-1963
- Email: [CMS IT Service Desk@cms.hhs.gov](mailto:CMS_IT_Service_Desk@cms.hhs.gov)

Once notified, the CMS Incident Management Team investigates the reported security and privacy incidents to determine if they meet the definition of a breach.

A breach is a type of incident where there is a loss of control, compromise, unauthorized disclosure, unauthorized acquisition, or any similar occurrence where a person other than an authorized user accesses or potentially accesses personally identifiable information (PII) or an authorized user accesses PII for an other-than-authorized purpose.

Appendix A. Resources

This section of the user guide provides helpful resources to help you navigate issues you may encounter while creating an IDR Gateway account and setting up your organization, as well as additional context on the Federal IDR process.

IDR Gateway Web Form User Guides

The following user guides are available on the [IDR Gateway](#) page to help users complete the web forms within the IDR Gateway.

- **Notice of Offer Web Form User Guide.** This user guide contains an overview of the IDR “Notice of Offer” web form and tips for successfully completing and submitting the web form.
- **Notice of IDR Initiation Web Form User Guide.** This user guide contains instructions for completing the “Notice of IDR Initiation” web form.
- **Certified Entity Selection Response Web Form User Guide.** This user guide contains instructions for completing the IDRE (certified IDR entity) selection process.

IDR Gateway Help Desk Resources

- **IDR Gateway questions or issues?** Email IDRGatewayHelp@cms.hhs.gov or call 1-800-985-3059.
- **Privacy concerns?** Email Privacy@cms.hhs.gov.
- **Questions or issues related to specific disputes or to the IDR process generally?** Email FederalIDRQuestions@cms.hhs.gov.

IDR Resources

The following resources about the No Surprises Act and the Independent Dispute Resolution are available to IDR Gateway users.

- CMS IDR Gateway page: <https://www.cms.gov/nosurprises/help-resolve-payment-disputes/idrgateway>
- CMS No Surprises home page: <https://www.cms.gov/nosurprises>
- CMS No Surprises privacy information: <https://www.cms.gov/nosurprises/privacy>
- CMS About Independent Dispute Resolution: <https://www.cms.gov/nosurprises/help-resolve-payment-disputes/payment-disputes-between-providers-and-health-plans>
- Overview of Rules and Fact Sheets related to the No Surprises Act: <https://www.cms.gov/nosurprises/policies-and-resources/overview-of-rules-fact-sheets>
- List of Certified IDR Entities: <https://www.cms.gov/nosurprises/help-resolve-payment-disputes/certified-idre-list>
- IDR State List (for specified state law applicability): <https://www.cms.gov/marketplace/about/oversight/other-insurance-protections/consolidated-appropriations-act-2021>
- Disputes Resources: <https://www.cms.gov/nosurprises/help-resolve-payment-disputes/payment-disputes-between-providers-and-health-plans>
- No Surprises Act training video playlist: [YouTube Playlist](#)
- No Surprises Act Toolkit: <https://www.cms.gov/nosurprises/consumer-advocate-toolkit>

Appendix B. Warning and Security & Privacy Agreement



The warning and privacy statements outline the rules for using the IDR Gateway responsibly and protecting information to ensure proper use, safeguard data, and create a secure and reliable environment for all users.

Warning

This system contains U.S. Government Data and is only available to users in the U.S. and its territories. Unauthorized use of this system is prohibited.

The Independent Dispute Resolution (IDR) Gateway is provided only for authorized use by participants in the Federal IDR process. All information, documentation, and communications that are submitted by stakeholders in the IDR Gateway are only for authorized U.S. Government and certified IDR entity use. U.S. Government computer systems may be monitored for all lawful purposes, including to ensure that their use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability, and operational security. Monitoring includes active attacks by authorized U.S. Government entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied, and used for authorized purposes. All information, including personal information, placed or sent over this system may be monitored.

Use of this computer system, authorized or unauthorized, constitutes consent to monitoring of this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal, or other adverse action. Use of this system constitutes consent to monitoring for these purposes.

Use of this system implies understanding of these terms and conditions.

*** You Must Read and Agree to the Security & Privacy Statement:**

By using web forms that we provide for use in connection with the Federal Independent Dispute Resolution (IDR) process, you agree to the collection and use of information as described in this Privacy Act Statement.

The Centers for Medicare & Medicaid Services (CMS) ("us," "we," or "our") manages the Federal IDR portal, including the IDR Gateway and the web forms used by parties to start payment disputes, select a certified IDR entity, and submit offers. Users may submit the web forms electronically within the IDR Gateway. The information on this page tells you about our policies regarding the collection, use, and disclosure of personal information we receive from users of the IDR Gateway. It also includes specifics about personal information and other information that may be collected about you. A separate [IDR Website Privacy Policy](#) provides more information about CMS website privacy information for the IDR Gateway, which you should also read and be aware of how information is collected and used when on the IDR Gateway.

Permission for information submitted on IDR web forms

When submitting any Federal IDR web forms, you also represent that you are authorized to submit the web form, as well as to receive any communications about the payment dispute, its status, or a final decision related to the payment dispute. For example, if you submit the "Notice of IDR Initiation" web form, you represent that you are authorized to start the dispute on behalf of the health care provider, health care facility, provider of air ambulance services, group health plan, health insurance issuer, or Federal Employees Health Benefits (FEHB) carrier, as applicable, regarding any related claim(s) for the qualified IDR item(s) and/or service(s) to the participant's, beneficiary's, or enrollee's plan.

CMS.gov Privacy Policy

Protecting your privacy is very important to us. This privacy policy describes what information we collect, why we collect it, and what we do with it, and is available at <https://www.cms.gov/privacy>.

Federal Independent Dispute Resolution Process Privacy Act Statement – Effective November 13, 2026

The Departments of the Treasury, Labor, and Health and Human Services (HHS) (collectively, the Departments), and the Office of Personnel Management (OPM) are authorized to collect the information provided on submitted web forms and any supporting documentation under Internal Revenue Code sections 9816(c) and 9817(b), ERISA sections 716(c) and 717(b), PHS Act sections 2799A-1(c) and 2799A-2(b), and 5 U.S.C. 8902(p). This law directs the Departments and OPM to establish a process to restrict surprise billing for participants, beneficiaries, and enrollees of group health plans, health insurance issuers offering group or individual health insurance coverage, and FEHB carriers who receive emergency services from nonparticipating health care providers or health care facilities, non-emergency services from nonparticipating health care providers at participating health care facilities, and air ambulance services from nonparticipating health care providers of air ambulance services.

We need the information provided about parties to the Federal IDR process to manage Notices of IDR Initiation and to otherwise support resolution of payment disputes and our oversight of the Federal IDR process. All submitted information must comply with the Privacy Act of 1974 requirements. The information collected through the payment dispute web forms will be used to verify the eligibility of disputes for the Federal IDR process and to resolve payment disputes. The Departments have established access to the IDR Gateway to administer the Federal IDR process, available at <https://nsa-idr.cms.gov/idrgateway/SelfRegister>. Beginning January 15, 2027, Federal IDR web forms outside the IDR Gateway will be retired, and parties must use the IDR Gateway web forms to start the Federal IDR process, select a certified IDR entity, and submit offers.

The initiating party must furnish the Notice of IDR Initiation to the Departments by submitting the “Notice of IDR Initiation” web form. The contact information provided on the “Notice of IDR Initiation” web form will be used to send the parties a notice identifying and/or confirming the certified IDR entity assigned to the dispute. In addition, the email address for the named party to the dispute will be used to map the dispute to that party’s organization in the IDR Gateway to make the dispute accessible to organization users through dashboards, reports, and list views.

The information submitted through the web forms will be shared with the certified IDR entity for consideration and for the purpose of enabling the certified IDR entity to make eligibility and payment determinations. We will also use the information as part of the ongoing operation of the Federal IDR process, including managing and reporting on the Federal IDR process, and performing oversight and quality control activities in relation to certified IDR entities. We may also use the information to evaluate whether a certified IDR entity or its staff have any conflicts of interest that would preclude it from making a payment determination. The information may further be used to combat fraud and noncompliance within the Federal IDR process and respond to any concerns about the security or confidentiality of the information.

Providing the requested information is voluntary. If any plan, issuer, FEHB carrier, health care provider, health care facility, or provider of air ambulance services, or any third-party administrator knowingly fails to provide correct information on submitted web forms or knowingly and willfully provides false or fraudulent information, they may be subject to penalties and other enforcement actions.

To manage disputes within the Federal IDR process, we will need to share certain information with people or entities outside of CMS, which may include:

1. A certified IDR entity, which we have certified to make payment determinations. The certified IDR entity will only use this information for the purpose of making payment determinations;

2. Contractors engaged to perform functions related to or in support of the Federal IDR process, including contractors that will support the payment of certified IDR entity fees and administrative fees;
3. Business Associates and other authorized entities who have executed appropriate agreements and maintain compliance with federal privacy and security requirements;
4. All parties to a dispute and their authorized representatives;
5. Other federal agencies that are responsible for implementing and overseeing plans that are subject to the Federal IDR process, including the Departments and OPM; and
6. Anyone else as required by law or allowed under the Privacy Act System of Records Notice associated with this collection entitled, "Complaints Against Health Insurance Issuers and Health Plans (CAHII)," System No. 09-70-9005, 66 FR 9858 (Feb. 12, 2001), as amended, 83 FR 6591 (Feb. 14, 2018).

Recipients must comply with federal confidentiality requirements and implement required security measures. This statement provides the notice required by the Privacy Act of 1974 (5 U.S.C. § 552a(e)(3)). You can learn more about how we handle your information at:

<https://www.cms.gov/nosurprises/privacy>.

Security Safeguards:

1. This system implements administrative, technical, and physical safeguards consistent with federal standards, including the Federal Information Security Modernization Act (FISMA) and The National Institute of Standards and Technology (NIST) guidance, and CMS Information Security and Privacy policies.
2. This statement provides the notice required by the Privacy Act of 1974 (5 U.S.C. 552a(e)(3)). Learn more at <https://www.cms.gov/nosurprises/privacy>.

Contact Us

If you have any questions about this Privacy Act Statement, please contact us at Privacy@cms.hhs.gov.

Appendix C. IDR Gateway Rules of Behavior



The IDR Gateway Rules of Behavior (RoB) apply to everyone who accesses its information and resources. They are instructions setting mandatory conduct for users when accessing the IDR Gateway to ensure proper use, safeguard data, and create a secure and reliable environment for all users. All users must agree to follow these rules before signing in to the IDR Gateway.

A. The IDR Gateway

When using and accessing the IDR Gateway, I understand that I must:

- Comply with federal laws, regulations, and the IDR Gateway policies, standards, and procedures and that I must not violate, direct, or encourage others to violate these policies, standards, or procedures. Not allow unauthorized use and access to the IDR Gateway information and resources. Not access the IDR Gateway information and resources outside the U.S. and its territories.
- Not circumvent or bypass security safeguards, policies, systems' configurations, or access control measures unless authorized in writing.
- Review all the IDR Gateway user guides when initially granted access to the IDR Gateway and periodically thereafter as required by Federal IDR policies.
- Be accountable for my actions while accessing and using the IDR Gateway information and information systems.
- Sign out of the IDR Gateway whenever not actively working within it.
- Not enter personally identifiable information (PII) or personal health information (PHI) in any fields in the IDR Gateway. This includes, but is not limited to, patient names, social security numbers, medical record numbers, health plan beneficiary numbers, and any other unique identifying characteristics as defined by the Privacy Act of 1974.
- Understand that unauthorized disclosure of PII/PHI may result in violations of both the Privacy Act of 1974, potentially leading to civil and criminal penalties.
- Implement appropriate administrative, technical, and physical safeguards to protect any sensitive information that may be accessed through the IDR Gateway.
- Report all suspected and identified information security incidents and privacy breaches to FederalIDRQuestions@cms.hhs.gov as soon as possible, without unreasonable delay and no later than within one (1) hour of occurrence/discovery. This reporting requirement applies to any potential exposure of PII/PHI, regardless of the circumstance or scale of the incident.

B. No Expectation of Privacy

When using and accessing the IDR Gateway information and systems, I understand that I would have no expectation of privacy. I acknowledge there would be no expectation of privacy when using the IDR Gateway information, resources, and systems and activity within the IDR Gateway may be monitored, recorded, and audited at any time.

C. Password Requirement

When creating and managing my password, I understand that I must comply with the following baseline requirements:

- Comply with all of the IDR Gateway's password requirements.
- Create passwords with minimum of 15 characters.

- Not use common or compromised passwords.
- Protect my passwords and other access credentials from disclosure and compromise.
- Promptly change my password if I suspect or receive notification that it has been compromised.
- Immediately select a new password upon account recovery.
- Not use another person's account, identity, password, or allow others to use my account to access the IDR Gateway. This includes not sharing passwords or providing passwords to anyone, including system administrators.
- Only use authorized credentials to access the IDR Gateway and will not attempt to bypass access control measures.

SIGNATURE

I have read the above *Rules of Behavior for IDR Gateway Users* and understand and agree to comply with the provisions stated herein. I understand that violations of these RoB or the IDR Gateway's information, security policies, and standards may result in suspension of access privileges, revocation of access to the IDR Gateway, deactivation of accounts, monetary fines, removal, or debarment from work on federal contracts or projects, and/or criminal charges that may result in imprisonment.

I understand that exceptions to these RoB must be authorized in advance in writing by the designated authorizing officials. I also understand that violation of federal laws, such as the Privacy Act of 1974, copyright law, and 18 U.S.C. 2071, which the IDR Gateway RoB draw upon, can result in monetary fines and/or criminal charges that may result in imprisonment.

If you have any questions about this *Rules of Behavior for IDR Gateway Users*, please contact us at IDRGatewayHelp@cms.hhs.gov.

I have read and agree to comply with the provisions stated in the Rules of Behavior for IDR Gateway Users.

Appendix D. Acronyms & Terms

The following acronyms and terms are used in this user guide and throughout the IDR Gateway.

Acronym/Term	Definition
AA	Air Ambulance
Access Type	The IDR Gateway offers two user access types: verified and administrator.
Credential Service Provider	A credential service provider is a trusted entity whose functions include identity proofing applicants and registering authenticators to subscriber accounts. A credential service provider may be an independent third party.
CMS	Centers for Medicare & Medicaid Services
FEHB	Federal Employees Health Benefits
HHS	Department of Health and Human Services
IDM	Identity Management
IDR	Independent Dispute Resolution
MFA	Multi-factor Authentication
NIST	National Institute of Standards and Technology
NSA	No Surprises Act
OPM	Office of Personnel Management
PHI	Personal Health Information
PII	Personally Identifiable Information
Role	The IDR Gateway offers three user access roles controlled by the organization administrator: view only, initiation and selection roles, and full access roles.
SSN	Social Security Number
the Departments	The Department of Health and Human Services, the Department of Labor, and the Department of the Treasury
TPA	Third-Party Administrator
Workspace	Workspaces are secure spaces organizations use to grant or restrict access to disputes based on the email addresses assigned to the workspace.

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