

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Center for Consumer Information and Insurance Oversight
200 Independence Avenue SW
Washington, DC 20201



Date: November 21, 2022

Notice of the Federal Independent Dispute Resolution (IDR) Team Technical Assistance to Certified Independent Dispute Resolution Entities (IDREs) in the Dispute Eligibility Determination Process

To support the certified IDREs engaged in making payment determinations under the Federal Independent Dispute Resolution process, the Federal IDR Team is providing technical assistance to certified IDREs on dispute eligibility determinations.

The Federal IDR Team will assist certified IDREs by performing research and outreach on disputes pending eligibility determinations, including identifying and obtaining information necessary to make an eligibility determination. Members of the Federal IDR Team will conduct outreach to initiating and non-initiating disputing parties via telephone and a 'Do Not Reply' email address (noreply_idrostoutreach@cms.hhs.gov) for information and documentation related, but not limited to, state/federal jurisdiction, correct batching and bundling, compliance with applicable timelines, and completion of open negotiations. The Federal IDR Team will provide technical assistance regarding eligibility but will not make determinations as only certified IDREs may make determinations in accordance with 45 CFR 149.510(c).

The Federal IDR Team