

Coming Soon: New IDR Resubmission Process

04/12/2024



The Departments of Health and Human Services, Labor, and the Treasury (collectively, the Departments) are announcing **a new process by which the Federal IDR portal will send disputing parties a unique webform to resubmit disputes that were originally improperly submitted, instead of receiving a request from your certified IDR entity.**

OVERVIEW OF THE NEW PROCESS

Parties will have a new way to resubmit disputes that were originally improperly submitted. The new resubmission process will be automated in the Federal IDR portal and will streamline Federal IDR operations. Resubmission requests will come from the Federal IDR portal instead of from your certified IDR entity, and initiating parties will now have a unique web form they can access via a link in their resubmission email notification to complete the resubmission process.

If a dispute you are a party to is eligible to be resubmitted to the IDR process, you will receive an email notification from auto-reply-federalidrquestions@cms.hhs.gov. If you initiated the dispute, the email notification will contain a unique link to a new form called the Notice of IDR Initiation – Resubmission web form and instructions on the next steps.

Once this change is implemented, initiating parties will continue to have 4 business days from the date of the resubmission email notification to initiate the resubmitted dispute. As we get

closer to launching this new process, the Departments will provide educational materials on how to complete the web form.

QUESTIONS?

Questions can be directed to the Federal IDR Questions mailbox at FederallDRQuestions@cms.hhs.gov.

IMPORTANT REMINDER

As the Departments continue to make guidance-related and system enhancement updates to the IDR web forms, we ask that you clear your computer's cache or open the IDR web forms in a private or incognito window to view all the new features. Failure to clear your cache or open the web forms in private/incognito mode could result in system errors or additional follow-up with certified IDR entities.

The Federal IDR Team

Center for Consumer Information and Insurance Oversight (CCIIO)
Department of Health and Human Services
Centers for Medicare & Medicaid Services

Center for Consumer Information & Insurance Oversight

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