

New IDR Resubmission Process

05/01/2024



The Departments of Health and Human Services, Labor, and the Treasury (collectively, the Departments) are announcing the **official release of a new process for resubmitting Independent Dispute Resolution (IDR) disputes that were originally improperly batched or bundled**. This new resubmission process is automated in the Federal IDR portal; it will streamline Federal IDR operations and enhance the user experience.

OVERVIEW OF THE NEW PROCESS

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

If you are a party to a dispute that is eligible to be resubmitted to the Federal IDR process, you will receive an email notification from auto-reply-federalidrquestions@cms.hhs.gov. If you initiated the dispute, the resubmission 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. If you did not initiate the original dispute, your email notification will be informational and will not have a link.

Initiating parties have four business days from the date of the resubmission email notification to resubmit a dispute. The resubmission link will no longer work after the four business day window has passed.

RESUBMISSION REQUESTS RECEIVED BEFORE APRIL 30, 2024

If a certified IDR entity notified you on or before April 30, 2024, that a dispute you submitted was eligible for resubmission due to improper batching or bundling, please resubmit the dispute as instructed in the email from your certified IDR entity through the Notice of IDR Initiation web form. For information on how to resubmit these disputes, refer to the [Notice of Initiation Web Form Job Aid](#).

The Notice of IDR Initiation web form will accept resubmitted disputes through May 6, 2024. After May 6, 2024, the Notice of IDR Initiation web form will no longer accept resubmitted disputes, and all resubmissions must be submitted via the **Notice of IDR Initiation – Resubmission** web form, as described in the paragraph below.

RESUBMISSION REQUESTS RECEIVED ON OR AFTER MAY 1, 2024

Starting on **May 1, 2024**, certified IDR entities will notify parties through an email from the Federal IDR portal that a dispute is eligible for resubmission due to improper batching or bundling. Initiating parties will receive a resubmission email notification that will direct them to a unique web form called the **Notice of IDR Initiation – Resubmission** web form to complete the resubmission process.

EDUCATIONAL MATERIALS

For additional information and instructions on how to complete and submit the new **Notice of IDR Initiation – Resubmission** web form, refer to the following resources linked below:

- User Guide: [Notice of IDR Initiation – Resubmission Web Form](#)
- Recorded Demo: [Notice of IDR Initiation – Resubmission 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 from 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

