



# 2022 Fair Rental Value Process

## Informal Dispute Resolution (IDR)

The Department will continue the Informal Dispute Resolution (IDR) process for 2022 Fair Rental Value appraisals. The process is outlined below and was developed in collaboration with providers.

### IDR Process

- Providers who are not satisfied with the comment period following the completion of appraisals may request an Informal Dispute Resolution
- Providers are required to submit the request for Informal Dispute Resolution to the Department contact
- The Department will set up a meeting with the provider and NVC to discuss the points of contention related to the FRV appraisal
- IDR will involve the following parties:
  - ✓ FRV contractor, NVC
  - ✓ The SNF provider
  - ✓ Member of the HCPF staff
- If the IDR does not result in an agreed upon change to the appraisal the provider will have appeal rights and has 45 days from the date of the rate letter to file an appeal with the Office of Administrative Courts
- If an IDR does result in an agreed upon change to the appraisal NVC will make adjustments and the updated appraisal will be sent to the provider upon completion