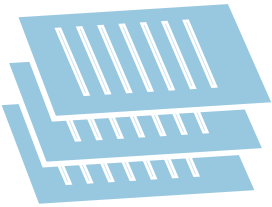


INFORMAL DISPUTE RESOLUTION

IN FOUR SIMPLE STEPS



ONE

COMPLETE INTAKE FORM

Submit the intake form within ten days of SOD receipt, and Primaris will arrange a desk review or a conference either in-person or by telephone.



TWO

SUBMIT YOUR DOCUMENTS

Exhibits to help refute findings will be due at least five days before the desk review or meeting.



THREE

CONFERENCE PARTICIPATION

Our team of skilled reviewers conduct informal reviews with the highest regard for objectivity, professionalism and fairness to all parties involved.



FOUR

RECEIVE NOTIFICATION

Within ten days of the conference, the IDR reviewer will make a decision. The facility will receive notification via letter from DHSS.

Missouri nursing homes have an opportunity, under state law, to refute citations issued by the state Department of Health & Senior Services. DHSS inspectors are required to survey every licensed long-term care facility in the state at least twice per fiscal year.

Long-term-care facility managers may exercise their right to refute the findings of state surveys through Primaris.

Since our organization was contracted by the state to perform review services in the summer of 2011, Primaris' team of skilled reviewers have conducted informal reviews with the highest regard for objectivity, professionalism and fairness to all parties involved.

NEED IDR ASSISTANCE? PRIMARIS CAN HELP

INFORMAL DISPUTE RESOLUTION IS A SIMPLE PROCESS, AND IT ALL STARTS WITH COMPLETING OUR ONE-PAGE INTAKE FORM. YOU CAN FIND THE FORM ONLINE AT WWW.PRIMARIS.ORG OR CONTACT OUR IDR DEPARTMENT AT 800-735-6776, EXT. 213.