

MPRO IDR/IIDR

Frequently Asked Questions

Q: Where do I find the event number?

A: The event number is found on the bottom of each page of your 2567 in the middle of the footer.
Example: ABC411

Q: When will I get my results?

A: MPRO submits their recommendation directly back to the state agency. We generally have our report back to them in approximately 20 calendar days. We cannot provide you with the report or the recommendation. The results are shared differently in each state according to their time frames.

Q: How do I submit a case?

A: First: your state must have a contract with MPRO for IDR and/or IIDR. MPRO currently has contracts with the following states: Illinois, Indiana, Kentucky, Michigan, Mississippi, North Dakota, Ohio, Tennessee, Texas and West Virginia. Please follow the specific instructions in the letter from your state agency (IDR) or CMS (IIDR) regarding how to submit your case materials.

Second: For electronic submission, our IDR website - mpro.org/idr - has instructions, videos and a direct link to our IDR Secure Applications Portal.

Q: What is the difference between IDR (Informal Dispute Resolution) and IIDR (Independent Informal Dispute Resolution)?

A: Your opportunity to submit an IDR is provided when you first receive your statement of deficiencies from your state agency; information is detailed in the letter from them. Your opportunity to submit an IIDR is provided *IF* you receive a letter from CMS specifically giving you the opportunity - IIDR is usually associated with civil money penalties. There are other specific differences that can be found in chapter 7 of the CMS State Operations Manual.

Q: What type of files can I upload to the IDR Secure Applications Portal?

A: PDF, Word, Excel, PowerPoint, AVI video, ZIP, Bitmap images, JPEG images, PNG images, TIFF images, Text or HTML. You can submit one file with everything or multiple files. If you have numerous files, you can create zip files for efficiency.

Q: I oversee multiple facilities, can I submit electronic cases for more than one facility?

A: Yes. You will need to associate your user account with the new facility. See IDR Portal Facility User Instruction Section 4: New Facility Association.

Q: Who can I contact if I have questions?

A: Contact MPRO IDR staff Aris Rhodes-Bond, arhodes-bond@mpro.org, 248-465-7405, or Charlene Kawchak-Belitsky, ckbelitsky@mpro.org, 248-465-1038.