

# MEMORANDUM

## Texas Department of Human Services \* Long Term Care/Policy

**TO:** LTC-R Regional Directors  
Section/Unit Managers

**FROM:** Marc Gold  
Section Manager  
Long Term Care-Policy  
State Office MC: W-519

**SUBJECT:** Regional Survey & Certification Letter #98-23

**DATE:** February 5, 1999

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The attached RS&C Letter is being provided to you for information purposes and should be shared with all professional staff.

- RS&C Letter No. 98-23 -- Request for State Survey Agencies' Informal Dispute Resolution (IDR) Policies and Procedures; Call Beverly Tucker, Section Manager, Professional Services, at (512) 438-2631.

If you have any questions, please direct inquiries to the individuals or sections listed above.

~Original Signature on File~

Marc Gold

Attachment

**DEPARTMENT OF HEALTH & HUMAN SERVICES**  
**Health Care Financing Administration**

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Region VI  
1301 Young Street, Room 833  
Dallas, Texas 75202

December 7, 1998

REGIONAL SURVEY AND CERTIFICATION LETTER NO: 98-23

To: All State Survey Agencies (Action)  
All Title XIX Single State Agencies (Information)

Subject: Request for State Survey Agencies' Informal Dispute Resolution (IDR) Policies and Procedures

The resumption of Comparative Federal Monitoring Surveys (CFMS) of nursing homes may involve the HCFA Regional Office in Informal Dispute Resolutions (IDR). This requires us to develop IDR policies and procedures. In order to provide consistency in IDRs, each State Agency is asked to send us its policies and procedures for conducting IDRs. Each State Agency's process will be reviewed for integration into the Regional Office policy in order to minimize confusion for nursing homes regarding the IDR process.

Each State Agency should submit its policy for the IDR process to me by December 31, 1998. If you have questions regarding this letter, please contact me at (214)767-2077. Thank you for your time and attention to this matter.

Sincerely,

(signature on file)

CDR Daniel McElroy, Acting Chief  
Professional Health Advocacy and Analysis Branch