

Independent Dispute Resolution Designation v1.0



PROGRAM MANAGEMENT

IDR-PM 1: Program Management

IDR-PM 1-1: Program Structure

DISPUTE RESOLUTION PRINCIPLES

IDR-DRP 1: Program Requirements

IDR-DRP 1-1: Independent Dispute Resolution Entity
Attestation

IDR-DRP 1-2: Independent Dispute Resolution Entity
Eligibility Determination

CONFLICT OF INTEREST

IDR-CI 1: Conflict of Interest Avoidance

IDR-CI 1-1: Independent Dispute Resolution Entity
Neutrality

INDEPENDENT DISPUTE RESOLUTION ENTITY PROFESSIONAL QUALIFICATIONS

IDR-PQ 1: Reviewer Qualifications

IDR-PQ 1-1: Credentials Documentation Requirements

INDEPENDENT DISPUTE RESOLUTION PROCESS

IDR-PR 1: IDRE Processes and Procedures

IDR-PR 1-1: Transparency of Rationale

IDR-PR 1-2: Timeliness

IDR-PR 1-3: Consumer Rights Notifications for State IDR
Programs

INFORMATION FOR INDEPENDENT DISPUTE RESOLUTION

IDR-IN 1: Accepted Information Inclusions

IDR-IN 1-1: Services Provided

IDR-IN 1-2: Consideration of Qualified Payment Amount
(QPA) or Commercially Reasonable Amount
(CRA)

IDR-IN 1-3: Review Considerations

IDR-IN 1-4: Written Payment Determination

INDEPENDENT DISPUTE RESOLUTION ENTITY BREACH NOTIFICATION

IDR-BN 1: Breach Notification

IDR-BN 1-1: Breach Notification Requirements

INDEPENDENT DISPUTE RESOLUTION ADMINISTRATION

IDR-AD 1: Independent Dispute Resolution Administrative
Functions

IDR-AD 1-1: Batching of Claims

IDR-AD 1-2: Process Fees

IDR-AD 1-3: Extension Requests

IDR-AD 1-4: Effect of Determination

IDR-AD 1-5: Reporting Requirements