newgen

Independent Dispute Resolution (IDR) Engine built on NewgenONE



End-to-end No Surprises Act Compliance for Healthcare Payers

Simplify No Surprises Act Compliance. Accelerate Dispute Resolution. Reduce Operational Risk.

The Regulatory Reality: What the No Surprises Act Demands



Managing out-of-network payment disputes under the No Surprises Act has introduced a new level of complexity for health plans. Strict regulatory timelines, extensive documentation requirements, multi-party coordination, and federal arbitration can make manual dispute management difficult to scale.
NewgenONE IDR Engine helps health plans manage the entire Independent Dispute Resolution lifecycle within a single structured, automated, and auditable environment.

From dispute intake and open negotiation to federal arbitration, payment compliance, and long-term archival, NewgenONE IDR Engine helps teams stay ahead of deadlines, improve operational control, and maintain compliance throughout the dispute lifecycle.

The Business Challenge

IDR is more than a claims dispute - it is a time-sensitive compliance process.

Under the No Surprises Act, health plans must manage several tightly regulated activities, including:

- A 30-business-day open negotiation period
- Escalation to a certified Independent Dispute Resolution Entity when negotiation is unsuccessful
- Complete and defensible Qualifying Payment Amount (QPA) documentation
- Binding arbitration outcomes and post-award payment obligations
- Comprehensive documentation and audit trails for regulatory review

When these activities are managed through spreadsheets, emails, shared drives, and disconnected systems, health plans face greater risk of missed deadlines, incomplete documentation, inconsistent communications, and limited visibility across active disputes.

Orchestrate the Complete IDR Lifecycle with Newgen



NewgenONE IDR Engine brings every stage of the dispute process together through a structured workflow designed specifically around the requirements of the No Surprises Act.

IDR Intake

Trigger: Provider or payer submits a dispute initiation notice for an out-of-network item or service following an initial payment or denial of payment.

Action: System validates case eligibility, captures dispute details (parties, service dates, CPT codes, billed amount, initial payment amount), creates the IDR case record, and calculates the 30-business-day open negotiation SLA clock.

Routing: Case created → routes to IDR Acknowledgment WS.

IDR Acknowledgment

Trigger: IDR case record is created and parties need formal confirmation that the dispute has been received and registered.

Action: System sends regulatory-compliant acknowledgment correspondence to the initiating party, notifies the opposing party, and formally activates the dispute clock. Tracks delivery and logs receipt.

Routing: Acknowledgment sent → routes to Initial Payment / Denial Review WS.

Initial Payment or Denial Review

Trigger: The health plan's initial payment decision or denial is reviewed in context of the dispute claim.

Action: Case worker reviews the original payment or denial. If the claim is accepted as paid, the case resolves without escalation. If the payment is denied or only partially paid, the case escalates automatically to the Open Negotiation workstep.

Routing: If Approved / Paid → IDR Case Closure. If Denied / Partially Paid → Open Negotiation WS.

Open Negotiation

Trigger: Open negotiation period is initiated in writing by either party within the regulatory window. Both provider and payer must engage in good-faith negotiation.

Action: System activates the 30-business-day negotiation clock, provides a structured workspace for exchange of offers, counter-offers, and supporting documentation. Enforces deadlines, sends automated reminders, and maintains a complete interaction log. Negotiation Settlement Letter is triggered upon resolution.

Routing: If Negotiated Settlement Reached → IDR Case Closure. If No Agreement by Deadline → IDR External Review (Federal Arbitration) WS.

IDR External Review (Federal Arbitration)

Trigger: Open negotiation fails to produce agreement; either party initiates the federal IDR process by submitting to a certified Independent Dispute Resolution (IDR) Engine **within 4 business days after the close of the Open Negotiation period.**

Action: Arbitration coordinator assembles the complete arbitration package: final offers from both parties, QPA documentation, service records, and supporting evidence. System enforces federal submission deadlines, validates package completeness, enables secure IDR access, and tracks determination status. All arbitration communications and the final binding determination are captured and logged. **Arbitration must submit an offer within 10 business days.**

Routing: If Arbitration Determination = Accept (Offer Met) → IDR Case Closure. If Determination = Reject (Offer Not Met) → Returns to review queue.

Payment Compliance

Trigger: A binding payment obligation is established — either through negotiated settlement or federal arbitration determination.

Action: System calculates the payment due date based on the determination, monitors payment status, sends automated reminders for approaching and overdue deadlines, and captures proof of payment once received. **Payment is made within 30 calendar days**. Flags any payment non-compliance and routes to Pending Effectuation WS for processing. Payment Resolution Letter is auto-generated.

Routing: If Effectuation Accepted / Payment Confirmed → IDR Case Closure. If Rejected / Non-Compliant → Returns to Pending Effectuation WS for further review.

Case Closure

Trigger: All IDR obligations — arbitration determination, payment compliance, and documentation — are fully satisfied.

Action: System performs final validation: confirms all workflow steps completed, all artifacts captured, all parties notified, and all regulatory timelines met. Case is formally locked to prevent further changes and a final compliance confirmation is generated.

Routing: Closed case → routes to IDR Archive WS.

IDR Archive

Trigger: Case closure is confirmed and the complete dispute record must be preserved for regulatory compliance and audit purposes.

Action: System securely stores the complete case record — all documents, offers, determinations, payment records, communications, and audit logs — in a long-term retention repository. Retention policies are applied automatically. Case is indexed for retrieval and restricted from further edits, but remains accessible for authorized reporting, CMS audits, and analytics.

Routing: Archived. Available for authorized audit retrieval, analytics, and compliance reporting.



Turn Complex IDR Operations into a Controlled Business Process

Stay ahead of regulatory deadlines - Automated business-day calculations, configurable alerts, and SLA monitoring help teams proactively manage time-sensitive obligations instead of relying on manual tracking.

Strengthen arbitration readiness - Capture and validate QPA information, manage final offers, and perform completeness checks before arbitration packages are submitted.

Improve payment compliance - Automatically calculate payment due dates, monitor settlement and arbitration obligations, escalate overdue cases, and maintain proof-of-payment records.

Create a single source of truth - Bring case information, documents, offers, decisions, correspondence, and stakeholder interactions together within one centralized case record.

Be audit-ready - Maintain an immutable history of actions, documents, communications, and decisions from intake through archival, supported by automated retention and compliance monitoring.



Automated Regulatory Correspondence



Every stage of the IDR process requires timely and accurate communication.

NewgenONE IDR Engine automatically generates the required correspondence at the appropriate stage of the case, including:

Letter / Correspondence	Triggered At	Purpose
IDR Acknowledgment Letter	Stage: Acknowledgment	Confirms receipt of dispute initiation, notifies all parties, and records the formal start of the dispute timeline
Initial Payment Denial Letter	Stage: Initial Payment / Denial Review	Documents the denial or partial payment decision and formally initiates the obligation to enter open negotiation
Open Negotiation Initiation Notice	Stage: Open Negotiation	Confirms initiation of the 30-business-day negotiation period and communicates rights and timelines to both parties
Negotiation Settlement Letter	Stage: Open Negotiation (on resolution)	Formalizes the negotiated payment agreement and provides written confirmation to both provider and payer
IDR Escalation Notice	Stage: External Review	Notifies parties that open negotiation has failed and the dispute has been escalated to a certified IDR for federal arbitration
Payment Resolution Letter	Stage: Payment Compliance	Confirms the post-arbitration or post-settlement payment obligation, due date, and proof-of-payment requirements

Visibility for Every Stakeholder

NewgenONE IDR Engine supports the different teams involved in managing IDR cases through role-based access and tailored views.

Claims & Dispute Teams

Gain a complete view of payment decisions, QPA documentation, supporting evidence, communications, and case history.

Compliance & Operations Leaders

Monitor dispute volumes, approaching deadlines, SLA adherence, workload, and exceptions through real-time dashboards.

Arbitration & Review Teams

Prepare complete arbitration packages and manage determination-related information within a structured process.

Providers and Payers

Securely submit documentation, exchange negotiation information, and track case progress through controlled portal access.

Business & Administrative Teams

Configure business rules, SLA thresholds, routing logic, and escalation paths through Newgen's low-code environment.

Applicable Plans and Services

The No Surprises Act IDR process applies across a broad range of plan types and out-of-network service categories. IDR is configured to handle the full scope of dispute types covered under the Act:

- Commercial Health Plans
- ACA / Exchange Plans
- Employee Retirement Income Security Act (ERISA) / Self-funded Plans

About Newgen

Newgen Software Orchestrates Intelligent Enterprises at scale. The NewgenONE Platform unifies content, processes, and communications into an orchestration layer where intelligence is embedded into how enterprises operate, with trust, governance, and control built in. Enterprises move beyond fragmented initiatives to continuously adaptive, production-ready operations. Decisions, workflows, and experiences evolve in real time, shaped by context, data, and embedded AI. Trusted by leading organizations worldwide, Newgen defines how modern enterprises operate, intelligently and at scale.

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