



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor  
**MANDY COHEN, MD, MPH** • Secretary  
**MARK PAYNE** • Director, Division of Health Service Regulation

January 7, 2021

**TO:** N.C. Licensed Adult Care Home & Family Care Home Providers  
**FROM:** Megan Lamphere, Chief  
DHSR Adult Care Licensure Section  
**RE:** State & County Informal Dispute Resolution Meeting Format

The Adult Care Licensure Section (ACLS) has revised the Informal Dispute Resolution (IDR) Procedures related to the guidance provided to limit the spread and prevention of COVID-19.

The following procedures are effective beginning January 1, 2021 and will soon be posted on the ACLS website, <https://info.ncdhhs.gov/dhsr/acls/idr.html> .

**IDR Meeting Format:**

The IDR will be conducted virtually using Cisco Webex Meetings for all parties to include: the facility, three panel members and the survey team.

**Virtual IDR Meetings:** Attorneys and their employees are not allowed to attend the IDR meeting. The following individuals may attend and are responsible for protecting the confidentiality of resident information:

1. Facility representatives and staff;
2. Survey team members, ACLS observers and/or ACLS management staff;
3. State and regional long-term care ombudsman; and
4. Resident, the resident's legal guardian and/or medical power of attorney. [Note: These individuals can only be present and participate during the discussion of information pertinent to the specific resident. They must be identified upon the written request for IDR by the provider and have signed and verified authorization forms included with the IDR request. The provider should provide documentation on the relationship to the resident.]

Questions may be directed to [DHSR.AdultCare.Training@dhhs.nc.gov](mailto:DHSR.AdultCare.Training@dhhs.nc.gov) .

**CC:**

County Department of Social Services: Directors, Program Managers, Adult Services Supervisors, Adult Home Specialists  
North Carolina Assisted Living Association  
North Carolina Senior Living Association

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION**

**ADULT CARE LICENSURE SECTION**

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