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Qualistar Colorado Technical Review/ Dispute Resolution Processes

Overview:

The appeals process for Qualistar Ratings involves two separate processes, the Technical Review Process and the Dispute Resolution Process. A program may choose to participate in either or both of these processes. The purpose of these processes is to ensure that an accurate Rating is arrived at for any participating program and that grievances are addressed through due process. Data for a Qualistar Rating™ is expected on the first date of observation by a site's primary rating specialist. Data may be accepted after this during the program's observation window at the discretion of the program's primary rating specialist. Changes in a program or issues that arise after the observation window must be considered through one of these processes.

Technical Review:

A program may initiate a Technical Review of its Qualistar Rating™ within 30 calendar days of receiving its Qualistar Rating™ Consultation. The purpose of the Technical Review is to correct errors in documentation or calculations that were collected prior to the consultation (during the observation window), not subsequent to the consultation.

To initiate a Technical Review a program must complete a "Request for Technical Review/ Dispute Resolution Form" available in the Quality Performance Profile© or through their Qualistar Rating Specialist. On this form the program should indicate the error(s) in the Qualistar Rating™ and provide documentation of the correct information. The Lead Quality Rating Specialist: Provider Support will evaluate the Request form and accompanying documentation. This evaluation and determination of error(s) is at the sole discretion of Qualistar. If the review reveals any error(s) then the program's rating score(s) will be adjusted and Qualistar will generate new documentation (both in paper and electronic forms where appropriate) for the program indicating accurate information and rating.

Errors brought forward after the 30 day period following the Qualistar Rating Consultation are not subject to review. Qualistar will issue a decision on a Technical Review within 10 business days of its initiation.



Dispute Resolution:

A program may initiate a Dispute Resolution Process within 30 calendar days of receiving its Qualistar Ratings Consultation. The Dispute Resolution process is used to address instances where established Qualistar protocols were not used with fidelity, to address instances where any component of the Qualistar Rating™ was applied inappropriately, or to address instances of inappropriate or unprofessional actions on the part of a Qualistar employee that resulted in an incorrect rating.

To initiate a Dispute Resolution a program must complete a “Request for Technical Review/ Dispute Resolution Form” available in the Quality Performance Profile© or through their Qualistar Rating Specialist. On this form the program should indicate in detail (using additional pages if necessary) the scope of the problem and provide as much documentation as possible. The Lead Quality Rating Specialists and the Director of Quality Assessment will evaluate the request form and accompanying documentation. This evaluation and determination of error(s) is at the sole discretion of Qualistar. If the review reveals any error(s) then the program’s rating score(s) will be adjusted and Qualistar will generate new documentation (both in paper and electronic forms where appropriate) for the program indicating accurate information and Rating. Should the evaluation reveal improper actions on the part of a Qualistar employee, these matters will be handled internally by Qualistar.

Issues brought forward after the 30 day period following the Qualistar Rating™ Consultation are not subject to review. Qualistar will issue a decision on a Dispute Resolution within 10 business days of its initiation.



Request for Technical Review/ Dispute Resolution Form

Date of Request: _____

Program Name: _____

Type of Request – Review below and indicate which process is most appropriate for your situation:

Process	Technical Review	Dispute Resolution
Description	A Technical Review is used to correct errors in documentation or calculations. Changes in a program that might affect a Rating which occurred after the consultation are not subject to review.	The Dispute Resolution process is used to address instances where established Qualistar protocols were not used with fidelity, instances where any component of the Qualistar Rating™ was applied inappropriately, or instances of inappropriate or unprofessional actions on the part of a Qualistar employee that resulted in an incorrect Rating.
Initiation	Must occur within 30 days after consultation.	Must occur within 30 days after consultation.
Result	The Lead Quality Rating Specialist: Provider Support will review the information. If available evidence determines that an erroneous rating has resulted, Qualistar will issue appropriate documentation to reflect the correct rating.	The Lead Quality Rating Specialists and the Director of Quality Assessment will review the information. If available evidence determines that an erroneous rating has resulted, Qualistar will issue appropriate documentation to reflect the correct Rating.
Please Check One	Initiate a Technical Review <input type="checkbox"/>	Initiate a Dispute Resolution <input type="checkbox"/>

Description and Documentation:

Please *attach a narrative* describing the issue/situation in as much detail as possible. Also please *provide as much documentation as possible* for review.

Authorizing Signature (Program Director MUST sign to begin this process):

Program Director Signature Program Director Title

Program Director Email Program Director Phone