

**Sedgwick County
Community Developmental Disability Organization**

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| Policy Section | General | Policy Number | A-01-05 |
| Policy Name | Dispute Resolution: Current and Prospective Affiliated Provider Disputes with the CDDO | Revision Date | 01/2003 |
| Former Number | 2-6 | | |

PURPOSE:

These procedures identify the means by which a current or prospective affiliate provider may resolve disputes with the CDDO, including access to an independent mediator.

POLICY:

Current or prospective affiliated providers may request dispute resolution by the CDDO Dispute Resolution Committee or mediation to resolve disputes with the CDDO when the CDDO has taken any action that negatively impacts the provider's ability to conduct business.

PROCEDURES:

1. When managing a dispute with the CDDO, the provider or prospective provider shall present in writing the following information to the CDDO Quality Assurance Director:
 - a. What action taken by the CDDO had a negative impact on the current or prospective provider;
 - b. What action the person would like the CDDO to take to correct or remedy the situation; and
 - c. Suggestions for how the CDDO could change its current practices to prevent similar situations from occurring in the future.
2. The dispute will be referred to the CDDO Dispute Resolution Committee comprised of the CDDO Director, the CDDO Quality Assurance Director, the Director of Human Services Executive Director, a member of the Board of County Commissioners appointed Physical and Developmental Disabilities Advisory Board Executive Committee, and a primary or secondary consumer appointed by the Developmental Disabilities Community Council. Any member of this committee who is the subject of the dispute shall not participate in the resolution process.
3. The CDDO Dispute Resolution Committee shall respond within ten (10) calendar days of receipt of the dispute and render a written decision, supported by a majority vote of the Committee within twenty (20) calendar days following the initial written appeal. Failure of the CDDO to respond within this period will result in the dispute being decided in the favor of the appellant.
4. The provider may also choose to request intervention into the dispute by a mediator who has no decision-making authority and is impartial to the issues being discussed. Mediation shall be completed within forty (40) calendar days following CDDO receipt of written notice of dispute.
5. The cost of such mediation shall be equally shared by the parties involved and no entity shall be denied mediation due to inability to pay.

6. Decision by the CDDO Dispute Resolution Committee or by mediation shall be considered binding unless either party appeals to the Community Supports and Services division of Health Care Policy.
7. Written notice of appeal shall be delivered to the Community Supports and Services division of Health Care Policy within 10 calendar days of the appealing party's receipt of the decision.
8. The decision of the Community Supports and Services division of Health Care Policy may be appealed to the Office of Administrative Appeals within the Kansas Department of Administration pursuant to Article 7.