



**Michelle Lujan Grisham, Governor**  
Kari Armijo, Secretary  
Alex Castillo Smith, Deputy Secretary  
Kathy Slater Huff, Deputy Secretary  
Kyra Ochoa, Deputy Secretary  
Dana Flannery, Medicaid Director

## **DIVISION OF HEALTH IMPROVEMENT – INCIDENT MANAGEMENT BUREAU REQUEST OF INFORMAL RECONSIDERATION OF FINDINGS (IRF)**

### Part A: identifying Information

Name of Agency or Accused Person:	
Date of Substantiation letter:	
IMB case number:	
Contact Info:	

### Part B: Please describe in detail why you believe this decision should be modified or reversed:

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Use addition sheets if needed.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Official use only:

Date received: \_\_\_\_\_ Date IRF review: \_\_\_\_\_

# New Mexico Health Care Authority

Division of Health Improvement – Incident Management Bureau

Instructions for completing the

Request for

## Informal Reconsideration of Findings (IRF) Form

1. Complete Part A, including the IMB case number.
2. Complete Part B. Provide a detailed explanation about why the substantiated finding should be overturned.
  - Provide any documentation or evidence that supports your request.
  - Provide the name(s) of any additional witnesses who were not interviewed by IMB.
3. The form must be signed by the Accused Person or Agency Director.
4. The form must be received with all supporting documentation within 10 calendar days of receipt of the “closure letter”.
5. If you have questions about the IRF process, email the DHI Deputy Director at [Teri.Cotter@hca.nm.gov](mailto:Teri.Cotter@hca.nm.gov) for assistance.
6. Please submit your IRF forms and supporting evidence via mail or secure email to:  
Attention: IMB-IRF Request  
Teri Cotter, DHI Deputy Director  
5300 Homestead Rd. NE Ste 300  
Albuquerque, NM 87110

Note regarding the IRF Process:

Provider IRF Process:

The IRF process is informal and is provided as a courtesy to Providers. During the IRF process, providers must continue to implement their “Immediate Action and Safety Plan” and “Corrective Preventative Action Plan”. The IRF review is a desk review and does not have a provision for a face-to-face meeting between the provider and the IMB Bureau Chief.

When the IRF request is received it will be processed and if approved it will be forwarded to the IMB Bureau Chief for review of the case.

Providers will be notified of the IRF outcome.

Failure to comply with requirements for filing an IRF (1 through 4 above) may stop the IRF from occurring.

#### Accused Person IRF process:

The IRF process is informal and is provided as a courtesy to an accused person or provider agency substantiated for abuse, neglect or exploitation as the result of an IMB investigation. The IRF review is a desk review and does not have a provision for a face-to-face meeting between the Accused Person/Agency and the Reviewer.

The person conducting the review shall be neutral and have no direct involvement with the investigation or substantiation.

The person conducting the review shall issue a written decision within 30 days, giving the reason why the substantiation, by preponderance of evidence, is modified, affirmed or reversed.

The decision by the person conducting the IRF is final and non-appealable, except as otherwise provided for by law.