

Jan. 15

2027: WEB FORMS END OUTSIDE
THE IDR GATEWAY

CMS IDR Gateway page, last modified Sept. 15, 2026.



THE IDR GATEWAY

The IDR Gateway: what to expect before January 15, 2027

CMS is replacing single-use web forms with an account-based portal. Account creation is open. This is what CMS has confirmed, what it has not published, and what to do now.

By NSA IDR Navigator October 20, 2026 7 min read

CMS is replacing the single-use federal IDR web forms with the IDR Gateway, an account-based portal. Account creation opened on September 15, 2026. This article separates what CMS has published from what it has not, and marks every vendor claim as one.

WHAT CMS HAS CONFIRMED

The IDR Gateway calendar, as of October 20, 2026

Dated items from CMS notices unless labeled. Batching and launch items come from other sources.

- Mar. 16**
 - **“Introducing the IDR Gateway”**
CMS announces the move from single-use web forms to the Gateway in the latter half of 2026.
[CMS NOTICE](#)
- Jul. 15**
 - **“The IDR Gateway Is Coming Soon!”**
“Until then, continue using the Federal IDR web forms.” [CMS NOTICE](#)
- Aug. 14**
 - **“Coming Soon: IDR Gateway”**
Sets September 15 for account creation and asks organizations to select administrators.
[CMS NOTICE](#)
- Sept. 15**
 - **“Sign Up Now for the IDR Gateway!”**
Account creation opens. [CMS NOTICE](#)
- Oct. 20**
 - **Today**
Web forms still work without signing in, “for a limited period.”
- Nov. 1**
 - **New batching rules**
Apply to disputes whose open negotiation period begins on or after this date.
[VENDOR AND SECONDARY SOURCES](#)
- Late 2026**
 - **Expected Gateway launch**
The CMS Gateway page says the Federal IDR process moves from single-use web forms to the Gateway in late 2026. No specific day is published.
[CMS GATEWAY PAGE](#)
- Jan. 15, 2027**
 - **Web forms end outside the Gateway**
Except the “Notice of IDR Initiation – Resubmission” form. [CMS GATEWAY PAGE](#)

Sources: CMS notices page and CMS IDR Gateway page (last modified 09/15/2026), fetched Oct. 11, 2026. Quotes are partial where marked. No Gateway notice dated after Sept. 15 was found.

CMS's September 15 notice: "Today, account creation for the Independent Dispute Resolution (IDR) Gateway opens" (partial; remainder not captured). On the web forms: "For a limited period, parties can continue to submit web forms without signing in to the IDR Gateway." And: "The web forms will no longer be available outside the IDR Gateway after January 15, 2027" (partial). **GOVERNMENT RULE**

WHO HAS TO REGISTER

The CMS Gateway page says organizations and individuals that process disputes, represent parties, or submit IDR web forms must sign up. A party that uses a third-party administrator does not need its own account, but the administrator or organization that handles dispute processing must have one. Access is limited to U.S.-based users. Sign-up requires identity verification through a credential service provider.

GOVERNMENT RULE

ROLES INSIDE AN ORGANIZATION

The Dispute Processing User Guide (Version 1.0, Release 2, September 2026) defines two access types. "Verified Access" lets a user start and respond to disputes and join an organization. "Administrator Access" adds creating organizations, inviting users and managing access. The guide says organizations "must have at least one administrator but may have between 2–10 administrators." The August 14 notice says CMS recommends two. Administrators assign one of three user roles.

User roles in the IDR Gateway

Our wording of the CMS guide. “Not stated” means the guide text we read does not say.

ROLE	CAN	CANNOT
View Only	View all dispute information	Submit web forms
Initiation and Selection	Submit initiation, certified IDR entity selection and reselection web forms	Submit offers. View dispute outcomes
Full Access	View all dispute information. Submit all web forms	Not stated

GOVERNMENT GUIDE

CMS IDR Gateway Dispute Processing User Guide, v1.0 Release
2. Exact line for the first role: “View Only roles may view all dispute information but cannot submit web forms.”

DETAILS IN THE GUIDE THAT CHANGE DAILY WORK

Workspaces are “secure spaces that contain a subset of your organization’s disputes based on the email addresses listed on the dispute.” The email addresses you list on a dispute decide who sees it. Organization invitations “expire in 10 business days.” Notifications older than 30 business days are archived automatically. Users must “Redact any PII/PHI from documents before uploading them to the IDR Gateway.”

GOVERNMENT RULE

PHASES, AND WHAT IS UNCONFIRMED

The guide describes Phases 1 and 2 as the sign-up period, during which disputes continue through the current web forms. In Phase 3, “Parties will need an IDR Gateway account to submit web forms through the new IDR Gateway.”

FHAS, an IDR services vendor, adds dates and a mechanism: Phase 3 in November 2026, each function activated separately by formal notice with a 90-calendar-day runway, and the Gateway or legacy form chosen by when a dispute’s open negotiation period begins, not when the organization registered. We did not find these in a CMS notice. Treat them as unconfirmed.

VENDOR CLAIM

WHAT CMS HAS NOT PUBLISHED

The Dispute Processing User Guide does not describe how to initiate open negotiation or IDR, bulk upload, batching, fee payment, or the document upload procedure. CMS lists a Bulk Dispute Mapping Instructions document (Version 1.0) and IDR Gateway Technical Guidance, which we did not open. Whether the Gateway supports API integration and how multi-entity organizations are handled are unknown.

WHAT PAYERS SAY

TechTarget reports, without named sources, that payers are generally supportive of automatic ineligibility screening and geographic restrictions, and that some call the portal a “band-aid” on a failing system. Georgetown University analysis cited in the article puts IDR extra costs above \$22 billion. PAYER VIEW, SECONDARY

WHAT TO DO

1. Name two Gateway administrators now. CMS recommends two and allows up to ten.
2. Have every person who files create an account and complete identity verification.
3. If a vendor or administrator files for you, get written confirmation that it has registered.
4. Keep filing on the web forms until CMS announces the function you need in the Gateway.
5. List every open dispute and read CMS’s Bulk Dispute Mapping Instructions before the mapping window.
6. Put a redaction step in front of every document upload.
7. Calendar January 15, 2027 as the last day for web forms outside the Gateway.

ITEMS 1 TO 7 ARE OUR RECOMMENDATIONS.

Sources: [CMS notices](#) · [CMS IDR Gateway page](#) · [CMS Dispute Processing User Guide](#) · [TechTarget, Sept. 17](#) · [Segal, July 29](#) · [FHAS, Sept. 15](#) · [IDR Dynamics](#) · [Human Medical Billing, Sept. 2](#)

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How we label sources. “Payer data” comes from health plans, their trade groups or their vendors. “Provider-group data” comes from physician societies, trade associations and advocacy coalitions. “Government rule” and court items come from the agencies and courts, as read on the page linked. “Our recommendation” marks advice, not fact. Quotes are exact unless marked partial. Where a source could not be opened, the item says so.