



IFO Decision eligible for Review

Manager applies for Review within 30 days

IFO continues to process decision or Amended Decision

Administrator advises IFO and verifies Application is admissible (30 days)

Application admissible?

Administrator advises IFO

Administrator advises IFO, asks for selection of Arbitrator(s)

Arbitrator(s), evaluates the Decision and produces Advice

Significant Issues?

Administrator and IFO include Advice in recommendation to the Board

IFO accepts Advice? (30 days)

IFO redoes evaluation of request in total and produces an Amended Decision

Manager applies for a Review of Amended Decision (30 days)

Yes

Yes and reverses the Decision

No

No

No

No

No

Yes

Yes

Yes - but opts to re-do the decision