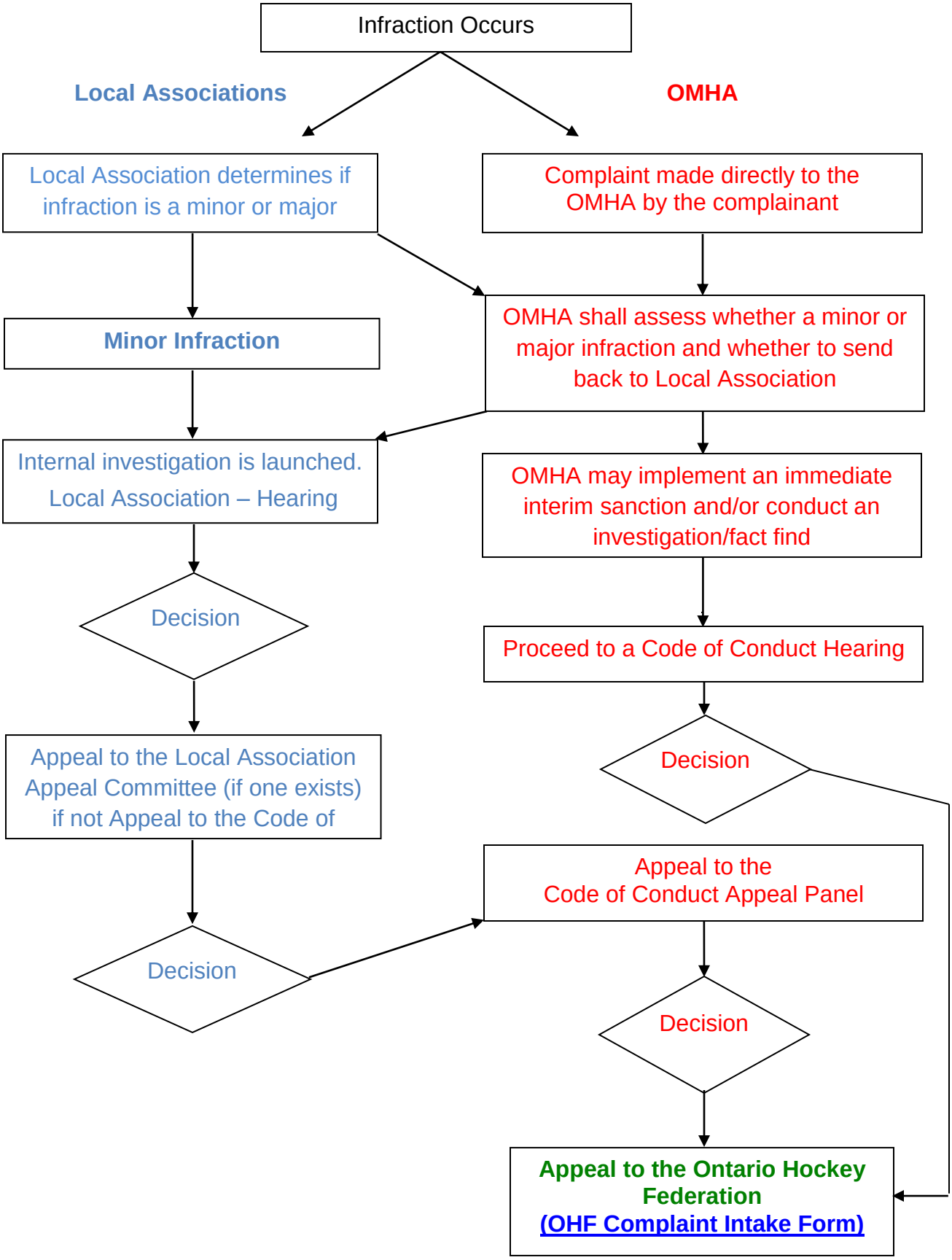OMHA DISPUTE RESOLUTION PROCESS