Informal Dispute Resolution (IDR) and Independent Informal Dispute Resolution (IIDR) WI Webinar for Nursing Home Providers

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We have no relevant financial relationships to disclose with any healthcare-related business or other entity whose products or services may be discussed in or directly affected in the marketplace by the educational content.
Contract for services between State of Wisconsin Department of Health Services (DHS), Division of Quality Assurance (DQA) and Michigan Peer Review Organization (MPRO) for Informal Dispute Resolution (IDR) and Independent Informal Dispute Resolution (IIDR) services

Contract Term: August 1, 2021 – July 31, 2024 (Two one-year optional renewal terms)
What is IDR/IIDR?

• Provides an opportunity for designated health care providers to dispute citations received by state survey agencies.

• IDR and IIDR are basically the same review process.

• IIDR is only offered to the providers if the citation is associated with Civil Money Penalties. Provider can do both under some circumstances.
How to Submit a Case

• Follow the instructions in the letter from the State (IDR) or CMS (IIDR) that is sent with your Statement of Deficiencies (IDR) or CMS notice of Civil Money Penalty (IIDR).

• The IDR Process is also detailed in the DQA Request Form with links and phone numbers.

• Submit the case electronically through MPRO’s secure IDR portal or via hard copy to MPRO’s mailing address.

• Receive confirmation email if you submit the case electronically. Obtain a service delivery receipt if you send hard copy documents via a third-party carrier.
How to Submit a Case

• Instructions are available on MPRO’s website and shared during this presentation.

• www.mpro.org/idr
  • Learn More (Details IDR/IIDR programs)
  • How to Submit a Case (Instructions)
  • Submit a Case (Takes you to the IDR Portal)
Portal Instructions...

Section 1: Getting Started

Key
- Cancel
- Save
- Remove
- Add
- Submit Case
- Upload
- Search
- Clear
- Home
Our Staff

- Reviewer prior experience and current credentials include state surveyors, nursing home administrators, RNs, MSNs, SMQT certification, QIDP, JD and Life Safety Code experts (CLSS-HC).

- Conduct monthly trainings to keep all apprised of new regulations and directives (state and federal).

- Participate in two (2) Quality Assurance cases a year.

- Keep apprised of Wisconsin DQA updates and notifications.
URAC Accredited Since 2002

• URAC is a nonprofit accrediting organization.

• URAC’s mission is to promote continuous improvement in the quality and efficiency of healthcare management through processes of accreditation and education.
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