



**Join DPH and Mass Senior Care for a webinar on  
*Successfully Navigating the Informal Dispute Resolution Process (IDR),  
and the Independent Informal Dispute Process (IIDR)***

Tuesday, November 19, 2024

1:00 pm – 3:00 pm

**VIRTUAL**

**Seminar Description:**

The informal dispute process (IDR) and the independent informal dispute process (IIDR) are the only recourse providers have to dispute citations of federal deficiencies. Being successful in the IDR and the IIDR can have a multi-year impact on a provider's future fines and sanctions, 5-Star rating, and relationships with insurance companies.

Many providers are still unclear as to the process for the IDR and IIDR including what can be disputed, what the process is to dispute citations and how to do this effectively. This seminar will include an overview of the IDR and IIDR process as well as tips to develop IDR and IIDRs to effectively dispute deficiency citations.

**At the conclusion of the program, participants will be able to:**

1. Understand the regulatory framework for the IDR and IIDR process.
2. Understand the Massachusetts IDR and IIDR process.
3. Identify key components of preparing a complete organized case for review.

**Presenters:**

**Michelle Bramante Butler**, Deputy Director, Division of Health Care Facility Licensure and Certification, Massachusetts Department of Public Health

**William Bogdanovich**, President/CEO at Broad Reach Rehabilitation and Skilled Care at Liberty Commons.

**Jill Landis**, VP of Quality, Integritus Healthcare

**Target Audience:** Administrators, Director of Nurses, Quality Improvement Staff

Name \_\_\_\_\_ Title \_\_\_\_\_ Email Address (required) \_\_\_\_\_

**Facility:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

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**Massachusetts Senior Care Association**

PO Box 1657

Easton, MA 02334

Telephone: 617-558-0202 Fax: 617-558-3546

**\*Registration Fee must be paid prior to attending the seminar.**

**Fees: (Must be paid in full prior to attending seminar)**

\$90 per person - Mass Senior Care Members

\$180 per person - Non-Members

**CEUs: 2.0**

The Massachusetts Senior Care Association has qualified for “deemed status #NH-09015-007” from the Board of Registration of Nursing Home Administrators for Administrators. This program also meets continuing education requirements for Nurses in Massachusetts.

All paid attendees will receive a certificate of attendance.

**Cancellation Policy:**

Mass Senior Care must be notified in writing no later than 48 hours prior to the start of the seminar for a refund, minus a \$25 processing fee, which will be refunded in the manner in which the payment was made. “No Show” attendees will be billed at the full registration fee. Cancellations should be emailed to

[info@maseniorcare.org](mailto:info@maseniorcare.org).

Please note: Virtual Link will be sent upon receipt of payment. If the corporate office is processing your registration, please call the Mass Senior Care office to confirm payment and registration.