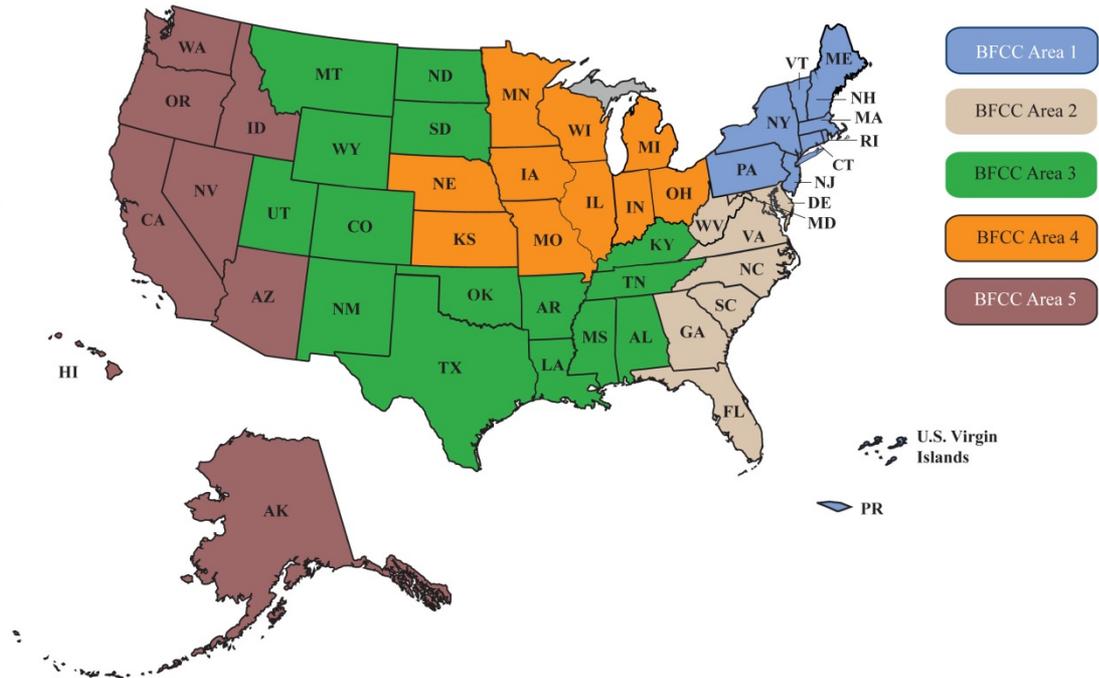


# Medicare Rights for Seniors



- In the past, the Centers for Medicare & Medicaid Services (CMS) had one Medicare Quality Improvement Organization (QIO) in each state.
- The Medicare QIO provided both quality improvement and case review services.
- Effective August 1, 2014, Medicare QIOs were regionalized and specialized.

- KEPRO is the Beneficiary and Family Centered Care (BFCC) QIO in Areas 2, 3, and 4.



# KEPRO: Areas 2, 3, and 4

- Area 2
  - Delaware, District of Columbia, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, and West Virginia.
- Area 3
  - Alabama, Arkansas, Colorado, Kentucky, Louisiana, Mississippi, Montana, New Mexico, North Dakota, Oklahoma, South Dakota, Tennessee, Texas, Utah, and Wyoming.
- Area 4
  - Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, and Wisconsin.

# Contact Information

	<b>Local Phone Number</b>	<b>Toll-free Phone Number</b>	<b>Fax Number</b>
Area 2	813-280-8256	844-455-8708	844-834-7129
Area 3	216-447-9604	844-430-9504	844-878-7921
Area 4	813-280-8256	855-408-8557	844-834-7130

# Medicare Rights and the QIO

- Medicare beneficiaries have the right to:
  - File a quality of care complaint with the QIO
  - File an appeal of their discharge from a hospital, skilled nursing facility, home health agency, or a hospice
  - Request Immediate Advocacy for immediate concerns



# Quality of Care Complaints



- Medicare beneficiaries can file a complaint regarding the quality of care that they received from a Medicare provider.
- KEPRO will have one of our physicians review the medical record.
- He/she will determine if the beneficiary received the right care.

# Quality of Care Complaints

- If the proper care was not provided, the provider may be placed on a Quality Improvement plan for monitoring.
- Education may also be provided in the area of concern.



# Medical Record Review

- All complaints are not able to be addressed by a medical record review.
- Examples of what can be reviewed:
  - Misdiagnosis
  - Medication management
  - Appropriateness of medical treatment



# Medical Record Review



- Examples of what cannot be reviewed:
  - Rude behavior
  - Dirty hospital room
  - Conversations
  - Care that occurred more than three years ago

- Medicare beneficiaries have the right to appeal their discharge from a:
  - Hospital
  - Skilled nursing facility
  - Home health agency
  - Outpatient rehabilitation
  - Hospice

# Hospital Discharge Appeals

- The hospital staff is required to issue a Medicare beneficiary a notice called the *Important Message from Medicare*.
- It explains the discharge appeal rights and provides the discharge appeal telephone number.
- The beneficiary can call KEPRO, and our Peer Reviewer will review the medical record and determine if the beneficiary should stay longer.

# Other Discharge Appeals

- In all other instances besides a hospital discharge, the beneficiary will be issued a notice called the *Notice of Non-Coverage*.
- It explains the discharge appeal rights and provides the discharge appeal telephone number.
- The beneficiary can call KEPRO, and our Peer Reviewer will review the medical record and determine if the beneficiary should stay longer or if skilled services should continue.

- If Medicare beneficiaries have immediate concerns, they can call KEPRO and ask for an Immediate Advocacy.
- Our social workers can assist with working out concerns with a provider.
- It is a voluntary effort for both the beneficiary and the provider.



# Immediate Advocacy Example

A beneficiary calls the KEPRO helpline. She has run out of medication and is unable to get to her physician's office for an appointment. She has been unable to get a new prescription and is concerned about going without medication. The KEPRO Intake Specialist can call the physician's office on her behalf and attempt to rectify the situation. Perhaps the physician's office will agree to a short-term supply until the beneficiary can come in for a full appointment.

# Questions?





Your feedback on today's presentation is appreciated: [www.tiny.cc/BFCCoutreach](http://www.tiny.cc/BFCCoutreach)

For more information, please visit:  
[www.keproqio.com](http://www.keproqio.com)

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