

Ensuring that Medicare Beneficiaries Get the Right Care at the Right Time



If it had not been for Linda intervening on our behalf, we would have been given the runaround and still would not have found a solution. My husband and I would just like to express our thanks and appreciation for all the assistance and support that we received from Acentra Health. Linda is a very caring, compassionate, professional, talented, and friendly person.”

~ MEDICARE BENEFICIARY

IMMEDIATE ADVOCACY SERVICES

16,027
Resolutions

Resulted in increased positive beneficiary experiences with the BFCC-QIO

APPEALS

489,621
Cases

Appeal outcomes show that in many cases, beneficiaries need additional skilled care

QUALITY OF CARE

3,063
Reviews

Resulting in opportunities for further quality improvement activities

BENEFICIARY HELPLINE

1,170,383
Inbound Calls

15 Seconds median wait time and **87%** of calls answered within 30 seconds

WEBSITE

3.9M
Website Views

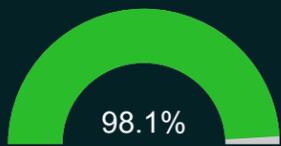
- Strong, organic growth in website traffic
- **3.2M** visits to the case status page (to check the status of an appeal)
- *Data source: Google Analytics, May 1, 2024 through January 31, 2026.*

“ CMS values the collaborative partnership with Acentra Health. We will continue building this partnership to educate the Medicare community on the great work Acentra Health is doing to improve the lives of Medicare beneficiaries and their families.”

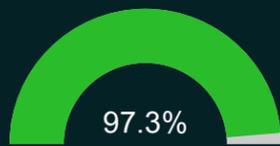
~ **DESMICA M. HEAD, MPA**
Provider Relations
Outreach Specialist
CMS, Atlanta Regional Office

CONTRACT PERFORMANCE

Consistently EXCEEDS review timeliness contract requirements



Quality of Care



Appeals



Immediate Advocacy



EMTALA

Deliverables



Contract Deliverables

Data Source: QMARS, May 1, 2024 through January 2026

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Acentra Health has created and maintains a website rich with materials for three key audiences – Medicare beneficiaries, healthcare providers, and stakeholders.

Sign up for our newsletters, read published issues, and access our podcast and other resources.

EDUCATION AND TOOLS

To improve the beneficiary experience, Acentra Health provides education using YouTube (visual learners), our podcast (audio learners), and a website.



PODCAST

- Launched the Aging Health Matters podcast in May 2022
- Continuing to strengthen partner relationships (guests have included the State Health Insurance Assistance Program, the Area Agencies on Aging, and the Centers for Medicare & Medicaid Services)
- **14** published episodes (after a major company rebrand in 2024) with more to come
- Topics include free Acentra Health services for Medicare beneficiaries, rural health, and Medicare open enrollment
- More than **1,750** downloads



YOUTUBE

- Launched the channel in August 2020
- Published **25** videos for healthcare providers and Medicare beneficiaries
- Videos provide education to help providers in their day-to-day work and explain Acentra Health services to Medicare beneficiaries using examples and plain language
- **87K** views and **4.1K** hours of watch time (*Data source: YouTube, August 1, 2020 to January 31, 2026.*)



CREATING EFFICIENCIES: CASE STATUS

- Visits to online case status check increased **29%** over two years (*Data source: Google Analytics, November 2023 through November 2025.*)
- Guiding providers and Medicare beneficiaries to the website to verify their case status resulted in a reduction in the number of inbound calls to Acentra Health's helpline



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