

STAKEHOLDER PARTNER QUICK-START GUIDE

Thank you for partnering with us.

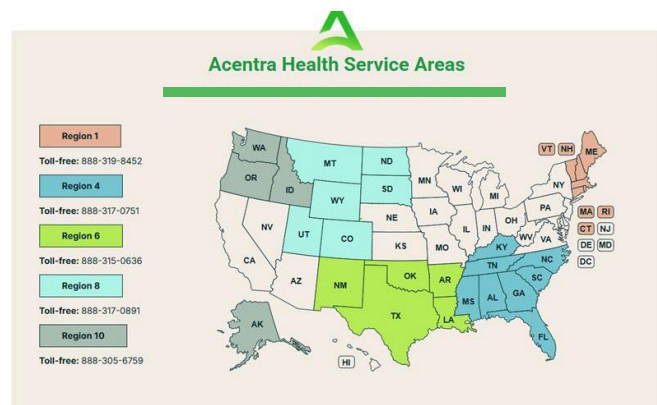
As a trusted community organization, you play a critical role in helping people with Medicare understand and use their rights.

Who is Acentra Health?

Acentra Health is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for 29 states.

They provide free, confidential support to people with Medicare who need help with:

- Filing a hospital discharge appeal, a skilled service termination appeal, or an observation appeal
- Filing a quality of care complaint
- Immediate Advocacy to help resolve a medical issue right away



The Three Resources Most Partners Use First

When a person with Medicare needs help, start with these key resources:

[Regional Phone Number and Coverage Map](#)

- Best for: One-on-one conversations, referrals
- Share when a person with Medicare needs help filing an appeal, quality of care complaint, or wants to access immediate advocacy services.

[Medicare Rights Flyer](#) (Flyers are formatted for easy printing)

- Best for: Health fairs, community events, waiting rooms
- Simple, clear explanation of beneficiary rights and free services

[Newsletter Inserts \(Short, Medium, Long versions\)](#)

- Best for: Digital newsletters, publications, pamphlets
- Empowering partners to include information about Acentra Health's free services in their own publications to inform members of their community

Guidance on How to Use Resources Effectively

Situation	Recommended Tool
Health fair or outreach event	Flyers , Poster with pull tabs
Speaking one-on-one with a beneficiary who has questions	Regional Phone Numbers , Referral script
Newsletter or email outreach	Newsletter insert , Website link
Social media or virtual event	Short educational videos
Complex or case-specific question	Direct referral using Acentra Health's beneficiary helpline

What to Say to People with Medicare

You do not need to be an expert.

When questions are simple:

- “Yes, this service is free.”
- “Yes, it’s confidential.”

When questions are complex:

- “That’s a great question. The best people to help with your specific situation are the experts at Acentra Health. Their helpline is free and confidential, and they can walk you through the next steps.”

How to Get Started Today

1. **Choose** the resources that best fit your community and outreach style
2. **Share** them in your existing programs and events.
3. **For additional materials** visit the [Advocacy Resource Library](#)
4. **Request a presentation** about BFCC-QIO Services

Need Support or Materials?

We’re here to help. Whether you need additional materials or guidance on outreach, please send a detailed email to Acentra Health at **QIOCommunications@acentra.com**.