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# Press Release

## Free Services for People with Medicare

Questions and concerns related to medical care pop up now and again, especially for older adults. People who have Medicare (also referred to as Medicare beneficiaries) can get help by using free resources provided by the federal government through Acentra Health, the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for 29 states.

Acentra Health provides three services for Medicare beneficiaries: Immediate Advocacy, decisions on hospital discharge appeals and skilled service termination appeals, and reviews of quality of care complaints. Immediate Advocacy helps foster a quick solution to a healthcare concern. Typically, Acentra Health contacts the provider, usually by phone, to try to find a solution to the problem.

Here is an example of how Immediate Advocacy works:

*A Medicare beneficiary's husband called Acentra Health with concerns about his wife's discharge from a skilled nursing facility. During a care conference with the surgeon, it was determined that the patient's husband was capable of taking care of his wife with help from home health services. However, once his wife was home, he had questions. He called Acentra Health to request help with understanding the plan of care and treatment options. Acentra Health scheduled a three-way conference call with the skilled nursing facility's social worker and the patient's husband. The plan of care was discussed further during the call, and he gained a better understanding of his wife's treatment options.*

The discharge appeals process provides a Medicare beneficiary who does not feel medically ready to be released from the hospital the opportunity to appeal the discharge. This service is also available for skilled services, such as physical therapy. The appeal goes to an Acentra Health physician reviewer, who reviews the beneficiary's medical records to determine if additional treatment is needed.

Acentra Health also examines quality of care complaints from Medicare beneficiaries involving the medical care they received. If a Medicare beneficiary believes they received the wrong care, an Acentra Health physician reviewer can examine the medical records to determine if the care was appropriate. Here is an example of a quality of care complaint that can be reviewed:

*A Medicare beneficiary went to the emergency department with a stroke. The beneficiary believed there was a delay, resulting in the physicians missing the window for appropriate treatment and the beneficiary's symptoms worsening. The beneficiary believed if treatment had started sooner, the outcome would have been better.*

For more information about Acentra Health, visit [www.acentraqio.com](http://www.acentraqio.com). A graphic at the bottom of the website connects to YouTube videos that provide further information about the services Acentra Health offers. The website also offers resources, such as information cards that can be printed and kept on a refrigerator or in a wallet. Click on the link for [Advocacy Resources](#).

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