

JUNE 2024

# Newsletter Insert – Acentra Health’s Free Services for People with Medicare

**Instructions:** Copy and paste the information below in your publications (e.g., newsletters) to help inform Medicare beneficiaries in your community about the free services available to them from Acentra Health. This document includes three different versions of varying lengths. When you choose a version to use (short, medium, or long version), please use that version in its entirety (don’t mix different versions). If you find that you need a customized version, email your request to [qiocommunications@acentra.com](mailto:qiocommunications@acentra.com).

## SHORT VERSION

Acentra Health is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for 29 states, including (**insert name of state**). Acentra Health provides three services for people with Medicare (including Medicare Advantage plans). Services include Immediate Advocacy (when you need a medical issue taken care of right away), hospital discharge appeals (if you believe it’s too soon to leave the hospital), skilled service termination appeals (if you believe it’s too soon to end a Medicare skilled service, such as physical therapy and nursing visits, that takes part outside of the hospital), and quality of care complaints. Learn more about these free services by visiting [www.acentraqio.com/bene](http://www.acentraqio.com/bene).

## MEDIUM VERSION

Acentra Health is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for 29 states, including (**insert name of state**). Acentra Health provides three services for people with Medicare (including Medicare Advantage plans): Immediate Advocacy, hospital discharge and skilled service termination appeals, and quality of care complaints.

Immediate Advocacy helps find a quick solution to a healthcare concern. Typically, Acentra Health contacts the provider, usually by phone, to do so.

Hospital discharge appeals are for Medicare patients who are not ready to leave the hospital. This service is also available for skilled services, such as physical therapy. The appeal goes to a Acentra Health doctor, who looks at the patient’s medical records to see if more treatment is needed.

Acentra Health also can review complaints about medical care. If you are unhappy with the medical care you had from a healthcare provider, such as a hospital or skilled nursing facility, an Acentra Health doctor can review the medical records to see if the care was appropriate.

For more information about assistance from Acentra Health, visit [www.acentraqio.com/bene](http://www.acentraqio.com/bene).

## LONG VERSION

Acentra Health is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for 29 states, including (**insert name of state**). Acentra Health provides three services for people with Medicare (including Medicare Advantage plans): Immediate Advocacy, hospital discharge and skilled service termination appeals, and quality of care complaints.

Immediate Advocacy helps find a quick solution to a healthcare concern. Typically, Acentra Health contacts the provider, usually by phone, to do so. Here is an example of Immediate Advocacy:

A man called Acentra Health because he was concerned about his wife's discharge from a skilled nursing facility. During a care conference with the surgeon, it was determined he could take care of her with help from home health services. However, once his wife was home, he had questions. He called Acentra Health to ask for help with understanding the plan of care and treatment options. Acentra Health scheduled a three-way conference call with the social worker at the skilled nursing facility and the patient's husband. The plan of care was discussed further during the call, and the patient's husband learned more about his wife's treatment options.

Hospital discharge appeals are for Medicare patients who are not ready to leave the hospital. This service is also available for Medicare skilled services, such as physical therapy. The appeal goes to an Acentra Health doctor, who looks at the patient's medical records to see if more treatment is needed.

Acentra Health also can review complaints about medical care. If you are unhappy with the medical care you had from a healthcare provider, such as a hospital or skilled nursing facility, you can call Acentra Health and one of our staff will talk with you about filing a quality of care complaint. If a person with Medicare believes they received the wrong care, an Acentra Health doctor can review the medical records to see if the care was appropriate. Here is an example of a quality of care complaint that can be reviewed:

A Medicare patient went to the emergency department with a stroke. The time frame for the proper medication was missed, and the patient got worse. The patient felt that if treatment had not been delayed, the outcome would have been better.

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