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## Who is Acentra Health, and how do we help those who have Medicare?

Acentra Health, your Beneficiary and Family Centered Care Quality Improvement Organization (also referred to as a BFCC-QIO), has free services for people who have Medicare. The states we serve are listed on page 2 of this document.

### We can help you file a hospital discharge appeal.

If you're a patient in the hospital or another acute care facility, such as acute rehabilitation, and feel you're not ready to go home, you can call Acentra Health. You can request a hospital discharge appeal to delay or stop the discharge.

### We can help you file a skilled service termination appeal.

If you have Medicare, you can appeal if you disagree with the decision to stop your skilled services that are paid for by Medicare. This is called a skilled service termination appeal. Skilled care includes services ordered by a doctor, like wound care, intravenous (IV) therapy, or physical therapy, provided by health professionals, such as nurses and therapists. You can also file a skilled service termination appeal if you have hospice or outpatient rehabilitation.

### We can help you file a quality of care complaint.

If you're unhappy with the medical care you received from a provider like a hospital, nursing facility, or doctor's office, you can call Acentra Health to file a quality of care complaint. For example, you might call if you didn't get the right

care for your illness or condition or didn't receive a full discharge plan before leaving the hospital. As part of your quality of care complaint, Acentra Health can review your medical record to see if you received the right care.

### Ask about our Immediate Advocacy services when you need to quickly fix an issue with your medical care or services.

Immediate Advocacy often involves Acentra Health starting a conversation between the patient and the healthcare provider through a conference call or calling on the patient's behalf.

Here are some examples of when Immediate Advocacy may help:

- When Medicare patients and their families can't get all their questions answered by healthcare provider staff, such as the doctor or nurse.
- When you are waiting to get medical equipment delivered to your home. Sometimes there can be a problem that you can't solve even after talking with the medical equipment company.

## Acentra Health Phone Numbers

Connecticut Maine Massachusetts New Hampshire Rhode Island Vermont	Alabama Florida Georgia Kentucky Mississippi North Carolina South Carolina Tennessee	Arkansas Louisiana New Mexico Oklahoma Texas	Colorado Montana North Dakota South Dakota Utah Wyoming	Alaska Idaho Oregon Washington
<b>Toll-free Phone</b> 888-319-8452	<b>Toll-free Phone</b> 888-317-0751	<b>Toll-free Phone</b> 888-315-0636	<b>Toll-free Phone</b> 888-317-0891	<b>Toll-free Phone</b> 888-305-6759

## Phone Numbers for Other Organizations

### When you should call 1-800-MEDICARE

- Telephone: 1-800-633-4227; Website: [www.medicare.gov](http://www.medicare.gov)
- Call for specific billing questions and questions about your claims, medical records, or expenses.

### When you should call your local State Health Insurance Assistance Program (also referred to as SHIPs)

- Telephone: 1-877-839-2675; Website: [www.shiphelp.org](http://www.shiphelp.org)
- For help with reviewing your health or prescription drug plan options (especially helpful during Medicare's Open Enrollment period).
- To find out about assistance programs you might be eligible for, as well as for help understanding how Medicare works with supplemental policies, retiree coverage, Medicaid, and other insurers.
- To help you understand Medicare's eligibility guidelines and what is and isn't covered.

### When you should call your local Senior Medicare Patrol

- Telephone: 1- 877-808-2468; Website: [www.smpresource.org](http://www.smpresource.org)
- Call to learn how to prevent, detect, and report Medicare fraud, errors, and abuse. Senior Medicare Patrol (SMP) will answer your questions and share tips to help you prevent problems.
- Call if you think fraud, errors, or abuse have already happened. Your SMP will provide confidential support to address your concerns. They can also help report and refer issues to the appropriate state and federal agencies for further assistance.