

AUGUST 2025

Handout

Talking Points for SHIPs*, Ombudsman, and Counselors about Using the “Know Your Medicare Rights” Video

**SHIPs stands for State Health Insurance Assistance Program*

Overview

Acentra Health, the Beneficiary and Family Centered Care Quality Improvement Organization (also called a BFCC-QIO) for people with Medicare, provides services to Medicare beneficiaries in 29 states. That means we’re here to help beneficiaries when their care is ending too soon, when they are unhappy with their care, or when they need help speaking up about a concern.

We created this short, 2-minute video to give Medicare beneficiaries a simple, clear way to understand their rights, and to let them know they’re not alone. The video explains what to do if they’re being discharged from care before they feel ready, what to do if they feel like they aren’t getting the right care, and how to get help through Immediate Advocacy.

It’s designed to be a tool you can use during one-on-one counseling or in group settings. Whether someone is in the hospital, a skilled nursing facility, or getting care at home, this video opens the door to a meaningful conversation and connects them to support that’s fast, free, and trusted by Medicare.

When to Use This Video

Use this short, 2-minute video from Acentra Health when you’re working with someone who:

- Is being discharged from a hospital, skilled nursing facility, or home health care and isn’t sure they’re ready
- Has concerns about the medical care they received
- Isn’t aware of their Medicare rights or where to get help

This video helps Medicare beneficiaries understand what to do if their Medicare-covered care is ending too soon and introduces them to the free help available through Acentra Health, their BFCC-QIO.

You can show it during a one-on-one session or play it during a group presentation to start a conversation.

What to Say

“There’s a quick video I want to share. It’s just over 2 minutes, and it does a great job explaining your Medicare rights.”

It’s from Acentra Health, the BFCC-QIO that works with Medicare to protect people’s rights when their care is ending too soon or they are unhappy with their care.

“This is especially helpful if someone feels like they’re being sent home too early.”

The video explains how to appeal a decision and what to do if something feels off.

“Acentra Health can even step in and talk to your care team for you.”

That’s called Immediate Advocacy. It’s fast, free, and can often solve problems right away.

“You can call or go online. Their help is completely free.”

If someone wants to take action after the video, walk them through how to contact Acentra Health. Let them know they can visit www.acentraqio.com/contactus to find the right phone number for their state. While the website provides helpful information, it’s important to explain that the only way to access Acentra Health’s services is by calling. A trained staff member will answer their questions, explain their rights, and help them take the next step at no cost.

Resources

Scan the QR code or click the link to watch the Video:

<https://youtu.be/A8E2APwVQ-w?si=qH4hKkek06HmlqcS>

