

AUGUST 2025

Newsletter Insert

Help the Medicare Beneficiaries You Serve Learn About Their Medicare Rights

Instructions: Copy and paste the information in your newsletters or other publications for **Medicare beneficiaries** to help inform them about the free services available from Acentra Health. This document includes three options of varying length that you can use. When you choose one, please use that version in its entirety (don't mix versions). If you need a customized version, email your request to qiocommunications@acentra.com.

OPTION 1

Do you know what to do if you're told your Medicare-covered care is ending, but you're not ready?

Acentra Health has a 2-minute video that shows you how to speak up and ask questions about your care. As the Beneficiary and Family Centered Care Quality Improvement Organization (also called a BFCC-QIO) for 29 states, Acentra Health works with Medicare to help protect your rights.

Watch the video here: <https://youtu.be/A8E2APwVQ-w?si=qH4hKkek06HmlqcS>

You'll learn:

- What your Medicare rights are
- How to get help if your care that is covered by Medicare is ending too soon
- How Immediate Advocacy services can help with your medical concerns that need fast attention

This video is great for:

- People in a hospital or skilled nursing facility (or if a planned surgery is in your future)
- Anyone getting home health care or hospice services
- Family members and caregivers

Why this Matters

Sometimes, people are told their care is ending, but they're still in pain or not feeling better. Thankfully, your options do not end there. Medicare gives you the right to appeal! This means that you can ask for a review of the decision.

Acentra Health can help you for free. They can walk you through your rights and help you take action.

Watch the video and learn about your Medicare rights:

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

OPTION 2

A Short Video Every Medicare Beneficiary Should See

Acentra Health, a Beneficiary and Family Centered Care Quality Improvement Organization (also called a BFCC-QIO), has created a short 2-minute video to help people with Medicare understand their rights.

The video explains what to do if you're being discharged from the hospital too soon, how to speak up if you feel your care isn't right, and how to get help fast when there's a medical concern that needs attention.

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

The video is easy to understand, just over two minutes long, and a perfect way to start learning about your Medicare rights.

OPTION 3

Don't Let Your Medicare-covered Care End Before You're Ready

Imagine this. You're in the hospital, and you were just told that your care is ending. However, deep down, you don't feel ready. Maybe you're still in pain or worried something isn't quite right. What now?

A short video from Acentra Health, the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for 29 states, can help. In just over 2 minutes, Acentra Health will walk you through what to do when you feel your Medicare-covered care is ending too soon. Acentra Health works with Medicare to protect your rights and is ready to help when you need someone in your corner.

The video explains what your Medicare rights are and how to get help fast if something needs urgent attention. It also introduces you to something called Immediate Advocacy. That means

Acentra Health can talk with your doctor's office or care team to help solve a problem quickly. It's simple, free, and can make a real difference.

Whether you're in a hospital, in a skilled nursing facility, getting skilled care at home, or helping a loved one make decisions, this video can be helpful. It's a quick and easy way to learn how to speak up and take action if something doesn't feel right.

Watch the video here: <https://youtu.be/A8E2APwVQ-w?si=qH4hKkek06HmlqcS>