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# **Know Your Medicare Rights: A Quick Guide for People Who Have Medicare**

This handout was created by Acentra Health, an organization that works with Medicare to help protect your rights. What's important to know is that we help people like you who have Medicare.

If you've ever felt rushed or unsure about your care, this information is for you. It explains how to get help, and it starts with a short video that's easy to watch and made just for you.

## **What is Acentra Health?**

Acentra Health is a Medicare Beneficiary and Family Centered Care Quality Improvement Organization, which is also known as a BFCC-QIO. We help people, like you, who have Medicare if they believe their care is ending too soon or have concerns about their care. Services are free for people who have Medicare.

## **What is this video about?**

Acentra Health made a short video – just over 2 minutes long – that explains your rights under Medicare. It shows what to do if you believe your Medicare-covered care is ending too soon, like if you're being discharged from the hospital before you feel ready.

The video also explains how to get help through something called Immediate Advocacy. That means Acentra Health can step in and talk with your care team – the group of people helping with your care. This might include your doctor, nurse, social worker, or discharge planner. They all work together to make decisions about your care, and Acentra Health can work with them to help fix the problem quickly.

## **Who should watch it?**

Anyone with Medicare who is in a hospital, in a skilled nursing facility, or getting care at home or in hospice. Family members, caregivers, and anyone who wants to learn more about their Medicare rights can watch it too.

## Why should I watch this?

You'll learn what your Medicare rights are and how to get help. You don't have to stay silent if something doesn't feel right. This video gives you the steps to take and shows how Acentra Health can support you.

## How do I get help?

Watch the video first. Then, if you need help, call Acentra Health. Services are free. You must call to start a case. Visit [www.acentraqio.com/contactus](http://www.acentraqio.com/contactus) to find the phone number for your state.

## Where can I watch the video?

Scan the QR code or click the link to watch:

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

