



THE RIGHT CARE FOR EVERY PATIENT EVERY TIME

Expedited Appeal Connection

The Medicare Quality Improvement Organization for Florida

Introduction

FMQAI conducted seven days of workshops relating to the Expedited Determination Process during the time frame of February 12 through April 21, 2008. In addition to the awarding of 3 CEUs for attendees, it is hoped that everyone who attended came away with some additional information on how to make this required seven-day a week process more efficient and educational for the Medicare beneficiaries. You are reminded that if you have any additional questions regarding this process that need to be addressed, you can e-mail your questions to Pat Eley, Senior Project Coordinator for Case Review at peley@flqio.sdps.org. Those questions relevant to all will be published in future newsletters Thank you to all who took time to attend.



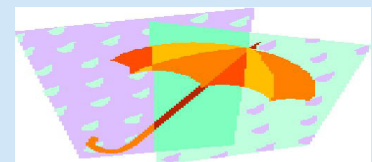
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9th Statement of Work (SOW)

As part of the QIO program, FMQAI is preparing for its 9th Statement of Work (SOW) contract cycle (August 2008 - July 2011) with the Centers for Medicare & Medicaid Services (CMS). Under the 9th SOW, the QIOs will focus on four main themes: Beneficiary Protection, Patient Pathways (Care Transitions), Patient Safety, and Prevention. In addition, the QIOs will be required to help Medicare promote three overarching themes: adopt value-driven healthcare, support the adoption and use of health information technology, and reduce health disparities in their communities. As part of the 9th SOW, QIOs will be required to offer help to specific nursing homes and hospitals that have not recently performed well on important quality measures. If you are interested in reading more about the 9th SOW, you can do so by going to www.cms.gov and typing 9th SOW in the search field.



Ask Ed and Edna

? Frequently when I issue a generic notice of non-coverage to a beneficiary, I am dealing with issuing the information to a Power of Attorney (POA) or Healthcare Surrogate (HCS) via a phone conversation. How do I indicate that I have provided all pertinent information to the representative in a timely fashion?

Edna: There is a section on page two of the generic notice titled “Additional Information (Optional)”. The who, what, why, when, and where specifics of the conversation must be documented in this section in lieu of a signature and date from the POA/HCS.

Ed: Make certain you date, timestamp and sign the entry and include the phone number that you called to reach the person. Sign your name to the entry also.

? So, am I still required to provide a signed and dated copy of the generic notice to the QIO if I received a signed copy back from the POA/HCS?

Ed: No, the QIO does not require that you provide a signed and dated copy of the notice if you originally provided appropriate documentation of delivery of the information.

Edna: You will want to keep the returned signed copy for your facility records.



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