

If you have

Medicare...



You have

Rights!

The Medicare Quality Improvement Organization for Florida



Hospital Discharges

“I think I’m too sick to leave the hospital.”

You have the right to appeal a hospital discharge if you feel you are too sick to leave. You can do this even if you are in a Medicare Advantage Organization (MAO). The hospital will give you “The Important Message from Medicare (IM)” at admission and prior to discharge. After you get the IM, call FMQAI by the discharge date to appeal your discharge. **Do not leave the hospital.** We will review your medical record to decide if you should stay in the hospital. We will let you know what we decide.

- **You do NOT have to leave the hospital.**
- **You do NOT have to pay for the extra days you are in the hospital while we review your record.**
- **If you have questions regarding hospital discharges, call FMQAI at 1-866-800-8754.**
- **For all other concerns, call Medicare at 1-800-MEDICARE (1-800-633-4227, TTY/TDD: 1-877-486-2048).**

Discharges From Skilled Nursing, Home Health, Hospice and Outpatient Rehabilitation

“I don’t feel that I am ready to be discharged.”

You **MUST** receive a written “Notice of Non-coverage” from the above health care providers prior to discharge from all skilled services. If you do not agree with the discharge, you may appeal it. The “Notice of Non-coverage” document will have the phone number and the time by which you need to appeal. If you are not given a “Notice of Non-coverage,” **ask for one.** You can call Medicare at 1-800-MEDICARE (1-800-633-4227, TTY/TDD: 1-877-486-2048) if you have questions about this right.

Discharge Planning

“I’m leaving the hospital, but I need a wheelchair at home.”

You have the right to “discharge planning.” This means the hospital must arrange for any health care you will need after you leave. The kind of discharge planning you should have depends on your health needs. It could include:

- Home Health Care
- Home Medical Equipment (like wheelchairs and beds)
- Outpatient Therapy
- A Nursing Home

If a discharge planner does not visit you soon after admission, ask to see one.

Quality of Care Complaints

“I think I was given poor medical care.”

If you feel your health was put at risk because you received poor medical care, you have the right to file a complaint. Call us and we will review your medical record and send you our findings in writing. We can review records from these health care providers:

- Doctors
- Home Health Care
- Hospice
- Hospitals
- Nursing Homes
- Medicare Advantage Organizations (MAO)
- Outpatient Rehabilitation
- Surgery Centers

Alternative Dispute Resolution

“I would like to speak with my doctor about my complaint.”

After a review of your medical care has been completed, your case may be suitable for Alternative Dispute Resolution (ADR). ADR is a positive way for patients and/or their representatives to talk about their concerns or questions with the doctor, hospital or other healthcare provider. It can be a way to reach a better understanding about what happened during your care.

Medicare Advantage Organization (MAO) Appeals

“My MAO won't refer me to a different doctor.”

MAOs are sometimes called HMOs or PPOs. If you are in an MAO, you have some additional Medicare rights. If you feel you do not receive the care you need, you have the right to appeal to your MAO. You can appeal a referral to a specialist, approval to get tests (like x-rays or blood tests) or payment of a bill as well as other denied services. Contact your MAO for information about how to start your appeal. If you feel that your health may become worse if you wait too long, you can ask for an “expedited appeal.” This means the MAO must decide about your appeal within 3 days. If you need an expedited appeal, be sure to ask for it. If the MAO denies your appeal, it will be sent to an independent company that works for Medicare for a final decision.

Fraud and Abuse

“I'm concerned about Medicare fraud.”

Medicare fraud usually involves schemes to falsify claim forms about the value of goods or services provided. It's cheating. It's a FEDERAL CRIME. If you suspect fraud, call the **Inspector General at 1-800-447-8477**.

To get help with your Medicare questions or
for FREE copies of Medicare materials, call
1-800-MEDICARE (1-800-633-4227, TTY/TDD: 1-877-486-2048)
or visit www.medicare.gov.



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