



Information for Healthcare Improvement

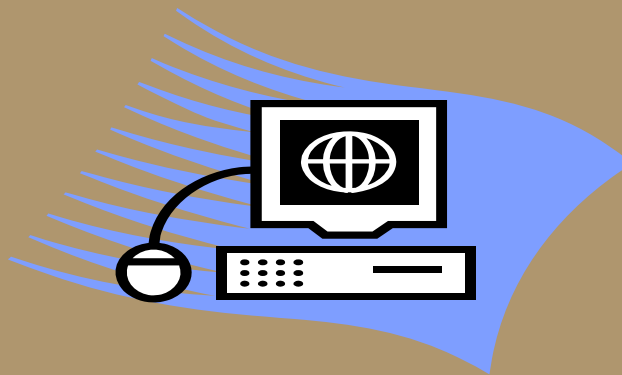


# Expedited Appeal Connection

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## *Educational Presentations Available Online*

FMQAI has presentations available online related to the appeals process. One presentation is specifically tailored to SNF/Hospice providers, and the other is tailored to the Home Health/CORF community. If you have new staff who you would like to train on the process, this is an easy way to give them an overview of the process. There is also one Continuing Education credit available for viewing the presentation. The presentations can be found at <http://edu.flqio.org>. Please click on Expedited Determinations to access the presentations.



## *Frequently Asked Questions*

### *Reduction of Services*

- Q: If a beneficiary is receiving physical therapy, wound care and an “IV” in a facility and the facility only discontinues the IV, should the beneficiary receive a generic notice?
- A: When one set of services ends but other Medicare-covered services continue, a provider is not required to deliver the generic notice. The generic notices should be given only when the beneficiary will no longer receive any Medicare-covered services from the provider.

### *Detailed Notices*

- Q: Please confirm whether the generic notice and the detailed notice may be issued at the same time.
- A: The expedited determination process only requires delivery of the generic notice, unless the beneficiary requests a QIO expedited determination of the service termination. However, a provider certainly may choose to issue a detailed notice at the same time if, for example, it is clear the beneficiary wants to request an expedited determination or if the beneficiary specifically requests the detailed notice.
- Q: CMS instructions say that beneficiaries may request a detailed notice even if the QIO has not been contacted. Why is that?
- A: Giving the detailed notice at this time may help a beneficiary decide not to pursue an appeal before additional provider resources or QIO resources are put into the review effort.



## *Detailed Notices (cont.)*

Once the QIO notifies a provider that a beneficiary has requested an appeal, a provider must give the beneficiary a detailed notice. A copy of the detailed notice should be faxed to the QIO along with the medical record.

*For more information about this newsletter or  
for questions about the appeal process, contact:*

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