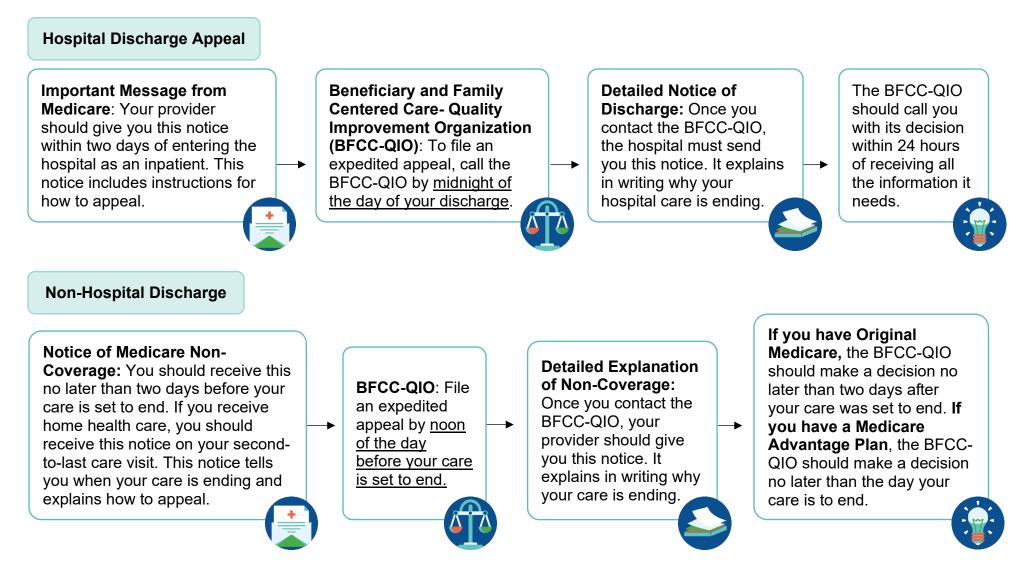


Ending Care Appeals

If you are receiving care in a hospital or non-hospital setting and are told that your Medicare will no longer pay for your care, you have the right to a fast appeal if you feel that continued care is medically necessary. There are separate processes for hospital and nonhospital appeals. Non-hospital care includes care from a skilled nursing facility (SNF), Comprehensive Outpatient Rehabilitation Facility (CORF), hospice, or home health agency. You can appeal by following the instructions on the notices you receive.





Ending Care Appeals

If the appeal to the BFCC-QIO is successful, your care will continue to be covered, including for the time you were appealing. If the BFCC-QIO decides that your care should end, you can file a second appeal within the timeframe on your BFCC-QIO denial notice.

There are five levels of appeal in total. The timing and agency involved depends on which type of care is ending and whether you have Original Medicare or a Medicare Advantage Plan.

Tips for filing Medicare appeals for care that is ending

- Follow instructions on the notices you receive.
- Stick to important deadlines.
- Keep original copies of information.
- Take thorough notes while appealing.
- Request a letter from your doctor or health care provider in support of your continued care to strengthen your appeal.
- Contact your local State Health Insurance Assistance Program (SHIP) for more guidance on appeals.



Contact your local State Health Insurance Assistance Program (SHIP) for more information. Contact information for your local SHIP is on the last page of this document.



SNF Medicare Fraud, Errors, and Abuse

Medicare fraud can occur when a provider or facility bills for services you did not receive or were not medically necessary. Examples of potential skilled nursing facility (SNF) fraud:

- Learning that your Medicare was charged for:
 - \circ $\,$ Services that your doctor did not deem medically necessary
 - Services that you never received
 - \circ $\,$ More expensive services than what you received
 - A greater quantity of services than what you received
 - SNF services for dates after you were released from the SNF
- Being forced to stay in a SNF until your benefits have expired, even though your condition has improved, and you wish to transition to home health care services.

You can stop SNF fraud by:

- Reading your Medicare statements to compare the services you received with the services Medicare was charged.
- Reporting any charges on your Medicare statements that are not accurate to your local Senior Medicare Patrol (SMP).
- Working with your doctor to enroll in SNF services.
- Not accepting gifts or money in return for choosing a SNF.
- Signing forms only once you have understood them.
- Reporting potential fraud to your local Senior Medicare Patrol (SMP).
- Reporting quality-of-care complaints to the BFCC-QIO (visit <u>www.qioprogram.org</u> to find your BFCC-QIO).

Contact your local Senior Medicare Patrol (SMP) to report Medicare fraud, errors, or abuse. Contact information for your local SMP is on the last page of this document.



Ending Care Appeals

Local SHIP contact information	Local SMP contact information
Toll-free phone number: 877-839-2675	Toll-free phone number: 877-808-2468
(To connect with your SHIP, say "Medicare")	(To connect with your SMP, say "Medicare Fraud")
Online SHIP Locator: <u>www.shiphelp.org</u> Click:	Online SMP Locator: <u>www.smpresource.org</u>
Find Local Medicare Help	Click:
SHIP Technical Assistance Center: 877-839-2675 www.shiphelp.org info@shiphelp.org	
SMP Resource Center: 877-808-2468 www.smpresource.org info@smpresource.org	
© 2023 Medicare Rights Center <u>www.medicareinteractive.org</u>	
The Medicare Rights Center is the author of portions of the content in these materials but is not responsible for any content not authored by the Medicare Rights Center. This document was supported, in part, by grant numbers 90SATC0002 and 90MPRC0002 from the Administration for Community Living (ACL), Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.	