

Notice of Non-Coverage Appeals for People with MEDICARE

FOR TRADITIONAL (ORIGINAL) MEDICARE BENEFICIARIES

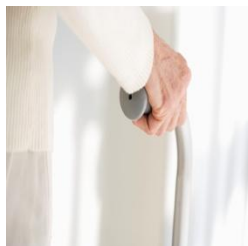
❖ Appeal for Review of Termination of HOSPITAL SERVICES

TOLL FREE PHONE #: 1-888-880-9976

(Our toll free helpline staff are available to take your call seven days a week, from 8:30 am to 4:30 pm. Voice mail is available at all other times. If your call is received after hours, it will be returned the next day)

If you feel you are being discharged from the hospital too soon and you have received a notice from the hospital called, "[An Important Message from Medicare About Your Rights](#)", call IPRO, immediately, by midnight of the planned date of hospital discharge - to ask for an expedited review. Please have this notice with you when you call.

Once you have submitted your request to IPRO, we will call the hospital and ask them to write a **Detailed Notice of Discharge**. The hospital will give you and IPRO a copy of this notice. We will also request a copy of your medical record. IPRO will take one day, after we receive your medical record, to review your case.



- **If IPRO agrees with the hospital's decision**, You will be responsible for paying the hospital charges beginning noon of the day after IPRO gives you its decision. You are not responsible for payment during the review process if you request the review in a timely manner.
- **If IPRO agrees with you**, Medicare will continue to pay for your hospital services as long as they are medically necessary.

❖ Appeal for a Review of Termination of OTHER HEALTH CARE SERVICES (Home Health Agency, Skilled Nursing Facility, Hospice or Comprehensive Outpatient Rehabilitation Facility)

TOLL FREE PHONE #: 1-800-833-0356

(Our toll free helpline staff are available to take your call seven days a week, from 8:30 am to 4:30 pm. Voice mail is available at all other times. If your call is received after hours, it will be returned the next day)

If your medical services outside of the hospital are being discontinued, you will receive a notice at least two days or visits before Medicare payment is scheduled to end. This is called a "[Notice of Medicare Provider Non-Coverage](#)."

If you feel that your medical services are ending too soon, call IPRO immediately – by noon of the calendar day before the *effective date* on the Notice - to ask for an expedited review. Please have your "Notice of Medicare Provider Non-Coverage" with you when you call.

Once you have submitted your request to IPRO, we will call your provider and ask them to write a **Detailed Notice of Discharge**. The provider will give IPRO and you a copy of this notice. IPRO will review your case within 24-72 hours.

- **If IPRO agrees with the provider's decision,** You will be responsible for paying the provider charges beginning the day after the effective date on the Notice.
- **If IPRO agrees with you,** Medicare will continue to cover services as long as they are medically necessary.

FOR MEDICARE MANAGED CARE ENROLLEES

❖ Appeal for Review of Termination of HOSPITAL SERVICES

TOLL FREE PHONE #: 1-888-880-9976

(Our toll free helpline staff are available to take your call seven days a week, from 8:30 am to 4:30 pm. Voice mail is available at all other times. If your call is received after hours, it will be returned the next day).

If you are enrolled in a Medicare Advantage Plan (sometimes called an HMO) and you feel you are being discharged too soon, and you have received a notice from the hospital called, "[An Important Message from Medicare about Your Rights](#)" call IPRO, immediately, by midnight of the planned date of hospital discharge – to ask for an expedited review. Please have this notice with you when you call.

Once you have submitted your request to IPRO, we will ask your Managed Care Plan to write a Detailed Notice of Discharge. The Plan will give you and IPRO a copy of this notice. We will also ask them for a copy of your medical record. IPRO will take 24 hours to review your case after we receive your medical record.



- **If IPRO agrees with the Plan's decision,** You will be responsible for paying the provider charges beginning noon of the day after IPRO gives you its decision. You are not responsible for payment during the review process if you request the review in a timely manner.
- **If IPRO agrees with you,** Your Medicare Advantage Plan will continue to pay for services as long as they are medically necessary.

❖ Appeal for a Review of Termination of OTHER HEALTH CARE SERVICES (Home Health Agency, Skilled Nursing Facility or Comprehensive Outpatient Rehabilitation Facility)

TOLL FREE PHONE #: 1-888-696-9561

(Our toll free helpline staff are available to take your call seven days a week, from 8:30 am to 4:30 pm. Voice mail is available at all other times. If your call is received after hours, it will be returned the next day)

If you are enrolled in a Medicare Managed Care Plan and your medical services outside of the hospital are being discontinued, you will receive a notice at least two days or visits before your coverage is scheduled to end. This is called a “[Notice of Medicare Non-Coverage](#).”

If you feel that your medical services are ending too soon, call IPRO immediately – by noon of the calendar day before the *effective date* on the Notice - to ask for an expedited review. Please have your “Notice of Medicare Non-Coverage” with you when you call.

Once you have submitted your request to IPRO, we will call your Managed Care Plan and the service provider and ask them to write a **Detailed Notice of Discharge**. The Managed Care Plan will give IPRO and you a copy of this notice. IPRO will also request a copy of your medical record. We will review your case within 24 hours of our receipt of your medical records.

- **If IPRO agrees with the Plan’s decision**, You will be responsible for paying the provider charges the day after the effective date on the Notice.
- **If IPRO agrees with you**, Your Medicare Advantage Plan will continue to pay for services as long as they are medically necessary.



Notice of Non-Coverage Appeals for People with MEDICAID, PRIVATE INSURANCE OR SELF-PAY

Call IPRO’s Toll Free Helpline Number: 1-800-648-4776, if your hospital has given you a discharge notice and you feel you are not yet ready to leave the hospital.