

# Patient Advocates Program Telephone Teach-ins

We invite you to participate in our FREE phone conference teach-in

**Date:** Tuesday, February 28, 2017

**Time:** 10:00 am—11:00 am

**Dial-in Number:** 1-712-832-8300

**Password:** 6258645



**Theme:** Using Medicare's Quality Improvement Organization (Livanta) to Appeal a Discharge or Complain about Health Facility Quality

**Speaker:** Bryan Fischer, Livanta, Communications Lead

## Session Overview:

### DID YOU KNOW:

- The federal government's Center for Medicare and Medicaid Services (CMS) has designated Livanta as the Medicare Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) responsible for New York State.
- Medicare beneficiaries or caregivers can contact Livanta for assistance in appealing a premature or inappropriate discharge or for help in resolving a quality of care concern such as wrong medications, patients injuries, wrong diagnosis or mistreatment.
- Livanta can undertake a formal review of medical records from care providers on behalf of Medicare beneficiaries.
- If necessary, Livanta can provide immediate advocacy to help resolve a dispute. They can also deal with health care quality issues.

### In this session you will learn about:

1. How Medicare Beneficiaries can file a complaint about quality of care.
2. How to appeal a discharge.
3. How to ask for immediate advocacy for a patient quality of care or discharge concern.



## Mark Your Calendar

More information about each upcoming session will be posted on our Web site, [www.nysenior.org](http://www.nysenior.org)

**March 28**—Assistance from the NYS Attorney General for Seniors with Health Care Concerns

**April 25**—Mental Health Needs of Older Persons and How to Get Help

**May 23**—Assisting Older Persons with HIV/AIDS

**June 27**—Home Care Agency Program to Screen for Sepsis

## Caller Instructions and Other Information

- The sessions are in presentation mode but the line will be opened for participant questions and comments after the speaker has finished their presentation.
- Materials from Teach Ins are posted on our website [www.nysenior.org](http://www.nysenior.org)
- When on our Web site,
  1. Scroll down to the bottom of the homepage to **Observation Status**.
  2. To the right of the "Get Involved" blue circle, click on "Get More Information"
  3. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

# Call 1-800-333-4374 to reserve your spot!

### NY STATEWIDE SENIOR ACTION COUNCIL

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

*Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging*

**STATE WIDE**  
New York StateWide Senior Action Council, Inc.

The **Helpline** is toll free at  
**1-800-333-4374**

Information is also available on the StateWide Web site at  
**www.nysenior.org**

**E-mail questions to:**

[StateWidePatientsRights@gmail.com](mailto:StateWidePatientsRights@gmail.com)