



Patient Advocates Program

Nov 15 Webinar Teach-in



Connect to the Webinar using your telephone, computer, or tablet

How to Appeal a Hospital or Nursing Home Discharge or Complaint about the Quality of Care from a Health Care Provider

Date: Tuesday, November 15, 2022 **Time:** 10:00 AM—11:00 AM

Speakers: Bryan Fischer, Communications Lead, Livanta (a Medicare Beneficiary and Family Centered Care Quality Improvement Organization); Gina Westphal, Livanta Communications Team Lead

To register for the ZOOM Webinar event virtually [click HERE](#) (or visit nysenior.org)

To connect via phone: 646-558-8656, **Webinar ID:** 845 9660 3458#

Session Overview

Medicare provides assistance to beneficiaries and their families to help them appeal a discharge or complain about the quality of the care they have received. The Centers for Medicare and Medicaid Services (CMS) contracts with a Beneficiary and Family Centered Care Quality Improvement Organization known as LIVANTA to provide these services to beneficiaries in New York State.

It is important for all beneficiaries, caregivers and aging networks to learn about how to access the services that Livanta provides, the process they go through to follow up on appeals and complaints, and the rights of Beneficiaries during the process. This information can be absolutely critical to help a beneficiary avoid an inappropriate or unsafe discharge or to help address poor quality of care concerns.

In this session you will learn about:

- How to appeal a discharge from hospital, nursing home, or home care agency and who to call for immediate assistance when a discharge is imminent.
- What to do if you are a family member or caregiver appealing on behalf of a beneficiary.
- How to complain about poor care received.
- The types of quality of care complaints that Livanta will handle.
- The process that Livanta uses to review a Discharge Appeal or Quality of Care concern and how long such reviews take.
- Efforts Livanta is making to address varying Health Literacy Rates

STATE  **WIDE**

New York StateWide Senior Action Council, Inc
275 State Street, Albany, NY 12210 • 800-333-4374 • Fax 518-436-7642

www.nysenior.org



**ALL TEACH-INS RUN
FROM 10:00—11:00 AM.**

Teach in Recordings:

- If you missed an earlier Teach in, visit [Telephone Teach-Ins | StateWide \(nysenior.org\)](http://www.nysenior.org/Telephone-Teach-Ins) to view/listen to the recording.
- Email questions to patientsrights@nysenior.org

Instructions and Other Information

- Sessions are in webinar mode, all attendees video and audio will be off. Attendees will be able to type in their questions during the Q&A portion of the meeting.
- Materials from Teach Ins are posted on our website www.nysenior.org
- When on our website,
 1. On the navigation bar, click on **Our Helplines**
 2. In the drop down menu, click on **Patient's Rights Helpline**
 3. Under "**Information for Hospital Patients**", click on **Telephone Teach-in**. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

Call 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

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Information is also available on the StateWide website at
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