

Your Medicare Rights

Know Them. Use Them.

Hospital Discharges: *“I think I’m too sick to leave the hospital.”*

You have the right to appeal a hospital discharge if you feel you are too sick to leave. You can do this even if you are in a Medicare Advantage (MA) plan. Ask for an updated Important Message from Medicare that explains how to appeal your discharge. ***Do not leave the hospital.***

After you get the updated Important Message, you, a family member, or friend should call us at Health Services Advisory Group (HSAG)—the Medicare Quality Improvement Organization for Arizona (QIO)—by midnight prior to the day of discharge. We will review your medical record to decide if you should stay in the hospital. We will let you know what we decide.

- You do not have to leave the hospital.
- You do not have to pay for the extra days you are in the hospital while we review your record.
- You, a family member, or friend can place the initial or any follow-up calls regarding your case.
- If you have questions regarding hospital discharges, call HSAG at 1.800.359.9909 (7 days a week).
- For all other concerns, call Medicare at 1.800.663.4227; TTY/TDD: 1.877.486.2048.



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Discharge Planning: *“I’m leaving the hospital, but I need a wheelchair at home.”*

You have the right to “discharge planning.” This means the hospital must arrange for any health care you will need after you leave. The kind of discharge planning you should have depends on your health needs. It could include:

- Home health care.
- Outpatient therapy.
- Home medical equipment (such as wheelchairs and beds).
- A nursing home.

If a discharge planner does not visit you soon after admission, ask to see one.

To Appeal a Discharge: *“Who do I call to appeal a discharge?”*

If you have Medicare or a Medicare Advantage plan, and you are being discharged from

- Hospital care,
- Skilled nursing facility care,
- Home health care,
- Hospice care, or
- Comprehensive outpatient rehabilitation facility care

before you are ready to be discharged, you have the right to appeal.

Call **HSAG**, the Medicare Quality Improvement Organization for Arizona, at 1.800.359.9909 to request a review of your case. For additional information regarding your Medicare rights, go to <http://www.hsag.com/azmedicare>.



Call toll free: 1.800.359.9909

