



Raising Awareness of Medicare Beneficiary Rights in New York State

IPRO, the federally-funded non-for-profit Medicare Quality Improvement Organization (QIO) for New York State, has been asked by the U.S. Centers for Medicare & Medicaid (CMS) to increase awareness of the Medicare quality of care review process. Although this review process is available to all of the almost three million Medicare beneficiaries in New York State, only a small fraction ever take advantage of it—simply because they aren't aware it exists.

The goal of this project is to increase awareness among New York State Medicare beneficiaries, their families and caregivers regarding the QIO quality of care complaint process. To that end, IPRO has developed a multi-media approach to the project, utilizing print, Web, television and radio resources. Furthermore, Special Study Outreach Coordinators are delivering this message to beneficiaries, advocates and key stakeholder audiences across the state. In particular, efforts will be focused on delivering our message to the medically underserved in regions throughout New York State.

IPRO reviews concerns about the quality of medical care received in hospitals, nursing homes, home health agencies, hospices, outpatient facilities or physicians' offices and works with providers to improve care for future patients. Medical experts at IPRO conduct impartial reviews to determine if care met professional standards and ensure that the complainant or their representative is kept up-to-date on the progress of their case from start to finish. There is no cost for this service.

The quality of care concern helpline is **1-866-391-4682**. For more information on Medicare beneficiary rights and the review process, visit www.YourHealthYourVoice.org.

To schedule a presentation in your facility (available in both English and Spanish) or for more information, please contact:

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