

Public Service Announcements (PSA)

Welcome

Welcome to Your Health. Your Voice. My name is Linda and I am here to help you learn more about your rights as a Medicare Beneficiary
To begin, click on Your Rights.

60 seconds –Consumers

Attention Medicare Beneficiaries or Family Members!

Do you have a concern about the quality of health care you have received? It's your health...voice your complaint! IPRO will listen and work with you and your provider to resolve your issue. IPRO is a not-for-profit organization funded by the federal government. We work to improve the quality of health care for all of New York State's Medicare beneficiaries.

The medical experts at IPRO conduct impartial reviews to determine if the care you have received met professionally recognized standards. A review case manager dedicated to your case keeps you, your family member or representative updated on the progress of your case from start to finish. There is no charge for this service.

By taking advantage of this process, you can be a part of improving the quality of health care in your community.

To speak to a review case manager about your quality of care concern, call the helpline at **1-866-391-4682**, again that's **1-866-391-4682**. Not sure of what a quality of care concern is? To learn more about quality of care concerns, the review process, and Medicare beneficiary rights visit **YourHealthYourVoice.org**.

100 seconds –Professionals

Help Medicare beneficiaries improve the quality of their health care.

IPRO, the federally-funded non-for-profit Medicare Quality Improvement Organization for New York State, has been asked by the United States Centers for Medicare & Medicaid 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 beneficiaries, their families and caregivers regarding the Quality Improvement Organization 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 any health care setting and works with providers to improve care for future patients. The 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 charge for this service.

To request materials on the quality of care review process or to have an IPRO Outreach Coordinator visit your facility to present to your colleagues or a group of beneficiaries, please submit your request at **YourHealthYourVoice.org**.

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