

## **Medicare Quality-of-Care Reviews**

Acumentra Health is a nonprofit healthcare quality improvement organization.

We review beneficiary complaints about the medical quality of any care that Medicare covers. Beneficiaries may call the national Medicare helpline, 1-800-MEDICARE (1-800-633-4227), to report concerns about health care they have received under Medicare.

Here's what happens once Acumentra Health receives a complaint.

### **A physician reviewer examines the medical record**

- An independent, board-eligible physician examines the medical record to determine whether the concern involves a problem with the medical quality of the care or stems mostly from poor communication.

### **Medical quality concerns go through a full review process**

- The full review process may involve getting more information from a physician or medical facility and a second medical record review by the physician reviewer. The full review process might take up to six months.
- For concerns involving medical facilities, Acumentra Health notifies the beneficiary of the results of the review. For concerns involving individual doctors, Acumentra Health notifies the beneficiary as to whether the care met medical standards, but Acumentra Health does not give out any details unless the doctor says it's okay.

### **Mediation may be offered for cases that mostly involve poor communication**

The physician reviewer may determine that a case stems mostly from poor communication and, therefore, might benefit from mediation. In such a case, both the beneficiary and the doctor or medical facility would have the option of going to a free mediation session. If either party declines mediation, the case continues through the full medical record review process. If both parties agree to mediation, a session is scheduled within a month.

- The mediation session might last from two to four hours.
- Everyone present knows the results of the mediation session, but all records of the session are destroyed afterward. None of the findings can be used in a court of law.
- Mediation agreements should satisfy both parties, but the agreements are not legally binding. Acumentra Health will monitor the terms of the agreements.

# Medicare Quality-of-Care Review Process

