

Provider Bulletin

“Notification of Hospital Discharge Appeal Rights”

The purpose of this Provider Bulletin is to remind Hospitals of the July 2, 2007 implementation of the new requirements of delivery of notices regarding hospital discharge appeal rights and to provide information about implementing the new notice process.

All Medicare beneficiaries who have been admitted to acute inpatient hospital care must receive the Important Message From Medicare (IM) within 2 days of admission and again within 2 days of discharge, if applicable. **This notice must be given by the hospital.**

A discharge is a formal release from the hospital or a transfer to a lower level of care.

Below are the guidelines required:

- The IM can be given no later than 4 hours before discharge.
- A Medicare member may choose to appeal the discharge.
- Member must contact the Quality Improvement Organization (QIO) or Medicare no later than midnight on the day of discharge for a timely appeal. In New Mexico, the QIO is the New Mexico Medical Review Association (NMMRA).
- The **hospital** must provide clinical information (medical records) to Lovelace Health Plan, no later than close of business the same day. Lovelace Health Plan notifies the hospital of the request.
- Lovelace Health Plan and the **hospital** must provide all pertinent information, including copies of the IM and Detailed Notice, to NMMRA by noon of the day after NMMRA notifies hospital of the request.
- Once NMMRA has all necessary information, NMMRA must notify Lovelace, the hospital, the member and the physician of the decision within one calendar day of receiving all information.

♥ Thank You!

Lovelace values our partnership and thanks you for providing quality care to our Members. We encourage your office to share this communication with your entire staff including any satellite offices. If you have any questions regarding any of the above announcements or would like additional copies of this communication, please visit www.lovelacehealthplan.com or contact your Provider Services Representative listed below.

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