

MEDICARE ADVANTAGE PLAN DENIALS

FRUSTRATED?? USE CMS GRIEVANCE LINK

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WHEN TO USE CMS GRIEVANCE LINK

MEDICARE ADVANTAGE PLAN NOT ADHERING TO CONTRACTED
APPEAL PROCESS OR TIMELINE

FOR NON CONTRACTED HOSPITALS MA PLAN NOT ADHERING TO
MEDICARE APPEAL PROCESS

INABILITY TO GET CALL BACKS OR RESOLUTION OF CASES

MA PLAN KEEPS LOSING RECORDS

MA PLAN TORTURING YOUR CARE MANAGEMENT STAFF OR PA S

QUESTIONS.CMS.GOV

Click Submit Request

Click Medicare Advantage

Click Plan Payment

Click Next

(NO PHI)

AETNA

FAILURE TO PERMIT APPEAL PROCESS

GEISINGER

**FAILURE TO PERMIT APPEAL PROCESS
TORTURED CARE MANAGEMENT STAFF**

UNITED HEALTHCARE

TAKEN TO NEW JERSEY STATE ARBITRATION

SETTLED PRIOR TO ARBITRATION

2nd ROUND OF ARBITRATION IN PROGRESS

LESSONS LEARNED

DON'T TOLERATE BAD MA PLAN BEHAVIOR

HOLD THEM ACCOUNTABLE

USE GRIEVANCE PROCESS

**BECOME PART OF THE HOSPITAL CONTRACT PROCESS-
PA IN BEST POSITION TO MANDATE FAIR APPEAL
PROCESS**