

HOWARD STEIN D.O. M.H.A.

ASSOCIATE DIRECTOR MEDICAL AFFAIRS PHYSICIAN ADVISOR CENTRASTATE MEDICAL CENTER



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)



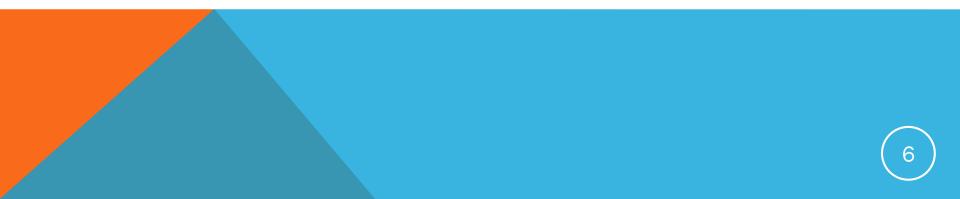


FAILURE TO PERMIT APPEAL PROCESS



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

