

Your Right to Appeal a Hospital Discharge



If a beneficiary is in an acute care hospital, he/she or his/her representative will receive a notice from the provider informing the beneficiary of his/her rights. This notice is called the Important Message from Medicare. If the beneficiary or representative feels that he/she is being discharged too soon, the beneficiary or representative may call the New Mexico Medical Review Association (NMMRA) and request an appeal.

What does this notice mean?

This notice is given within two days of admission to the hospital and informs you of your rights as a patient in the hospital. In addition, it informs you of what you should do if you feel you are being discharged too soon. Depending on how long you are in the hospital, you may receive a second copy of this notice closer to the time of your discharge.

Who can request an appeal?

You or your representative may request an expedited appeal.

When should an appeal be requested?

The Centers for Medicare & Medicaid Services (CMS) has determined that you or your representative have until 12 midnight on the day of discharge to request an expedited appeal.

What happens if a call is made after the 12 midnight deadline?

NMMRA will accept the request, however, the appeal will no longer be processed as an expedited appeal and you may be financially responsible for services that are received after the planned day of discharge.

If NMMRA agrees with the notice and determines you are medically stable for discharge, you will be financially responsible for services that are received after the intended discharge date. If NMMRA disagrees with the notice, Medicare will pay for continued services.

An appeal may be made anytime, seven days a week, including holidays. If you call between 4:30 p.m. and 8:30 a.m., you should leave a message stating that you are requesting an appeal. Include your name, the name of the facility and a number where you can be reached. Be sure to let the hospital staff know you are requesting an appeal.

For more information regarding expedited appeals, please call **1-800-MEDICARE (1-800-633-4227)**.



The Medicare Quality Improvement Organization for New Mexico.