

## Protecting Medicare Beneficiaries

*HealthInsight* is a private, non-profit, community-based organization dedicated to improving health and health care, that is composed of locally governed organizations in three western states: Nevada, New Mexico and Utah. As such, it is able to draw upon the unique social and cultural elements of each state, as well as the quality improvement expertise in those states that has been developed over three decades.

*HealthInsight* serves as the Medicare Quality Improvement Organizations for Nevada, New Mexico and Utah, and through its work provides direct help for Medicare consumers and family members who have concerns about the quality of their medical care or believe their health care services are being discontinued too soon. *HealthInsight* protects the rights of Medicare consumers who:

- File complaints about the quality of their medical care
- Appeal a decision by a hospital, nursing home, home health agency, hospice or comprehensive outpatient rehabilitation facility to discharge a Medicare patient or stop providing skilled services that the patient feels he or she still needs

From August 2011 through July 2012, *HealthInsight* handled almost 10,000 calls to Medicare helplines, an average of about 800 calls per month. Our physician and nurse reviewers completed 2,329 medical review cases involving Medicare consumers, including:

- 297 quality of care concerns
- 1,312 reviews of utilization, coding or Emergency Medical Treatment and Active Labor Act (EMTALA) concerns
- 720 appeals of hospital discharge or termination of skilled care

*HealthInsight* also subcontracts with 24 other states to handle their appeals and with 21 states to cover cases mitigated due to possible conflicts of interest. This activity involves processing more than 900 cases monthly, more cases than any other Quality Improvement Organization nationally.

## Quality of Care Complaints

In response to Medicare consumer or family complaints, our medical record reviewers investigated 436 quality of care concerns and confirmed one or more quality concerns in 109 cases (25%). Many complaints stem from communication issues rather than from poor clinical care.

## Quality Improvement Activities

Medicare quality improvement activities help providers to address systematic failures discovered during case review. Our primary goal in directing quality improvement activities is to improve future health care for all patients by promoting system wide changes, where appropriate. With our support, providers in the three states completed 61 quality improvement activities to address quality of care concerns.

**Source: Annual Medical Services Reports for Medicare Beneficiary Protection Program**



**"I was helped by a very caring, compassionate and helpful person."**

Medicare consumers and their families who are served by HealthInsight appreciate our staff's empathetic responses to their concerns.

*"I was helped by a very caring, compassionate and helpful person. She listened and took immediate action to help me with my problem. After numerous telephone calls and a great deal of frustration, it was a great relief to find someone that was willing and able to help."*

### Corporate Offices:

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