

Are You Aware of Your Medicare Rights?

If you received care from a health care provider in Minnesota, are on Medicare, and have concerns about the quality of your care, Stratis Health can help. Call our Medicare Beneficiary Help Line at 1-800-444-3423 to discuss your concerns.

Stratis Health is part of Medicare's national Quality Improvement Organization (QIO) Program. For health care in Minnesota paid for by Medicare, we review care complaints to be sure the care was good quality, appropriate, and complete. We work to protect the rights of people with Medicare and improve medical care for all patients.

Hospital Care: 1-866-894-1327

If you think you are being asked to leave the hospital (discharged) before you are medically ready, first talk with your doctor about your concerns. Your hospital will provide you with a written notice that says Medicare may not pay for your hospital care if you stay. This notice is called "An Important Message from Medicare." This notice informs you of your right to appeal (formally question) the decision to be discharged. Call Stratis Health's Hospital Discharge Appeal Line, toll-free, at 1-866-894-1327 if you decide to appeal this decision. This line is answered 8:00 am - 4:00 pm, 7 days a week. You will be contacted within 24 hours.

Non-Hospital Care: 1-877-624-1414

Are you receiving care from a home health agency, a nursing home, a comprehensive outpatient rehabilitation facility, or a hospice? If you are, and your caregiver issues you a Notice of Medicare Provider Non-Coverage indicating Medicare may stop paying for your care, you can ask for an appeal of the ending of Medicare covered services. Call Stratis Health's Non-Hospital Immediate Appeal Line, toll-free, at 1-877-624-1414. This line is answered 8:00 am - 4:00 pm, 7 days a week. You will be contacted within 24 hours.

Other Medicare Rights Questions: 1-800-Medicare (1-800-633-4227)

If you have questions about your rights under Medicare, or aren't sure where to start, call the Medicare Helpline. This line is answered 7 days a week, 24 hours a day.

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