

Medicare Rights for Seniors

It's important that seniors know about their Medicare rights, so that they are able to use the services available to them. We are reaching out to your library in an effort to partner together and share this valuable information with the seniors in your community.

Who we are – [KEPRO](#) is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) in more than 30 states and works to improve healthcare services and protect the rights of Medicare beneficiaries. We offer information and assistance to providers, patients, and families regarding Medicare beneficiary complaints, discharge appeals, Immediate Advocacy, and Patient Navigation. KEPRO's assistance is free for people with Medicare.

What seniors need to know – They have Medicare rights! They have the right to:

- **File a quality of care complaint.** Seniors may contact KEPRO to file a complaint. One of our physicians will review their medical record to determine if they received the appropriate care for their condition.
- **File an appeal of their discharge from a hospital, skilled nursing facility, home health agency, or a hospice.** During their discharge appeal, they will incur no financial liability. They may file an appeal with KEPRO if they feel they are not ready to be discharged from a hospital or if their skilled services are ending too soon.
- **Request Immediate Advocacy for immediate concerns.** KEPRO can contact their provider and advocate on their behalf to quickly resolve a complaint or concern about medical care or services.
- **Request Patient Navigation.** KEPRO can help people with Original Medicare navigate through difficult medical systems and treatments. Patient Navigators can help Medicare beneficiaries coordinate their care, offer tips on how to manage medications, help them better understand a diagnosis or treatment, provide resources and information, and more!

How your library can help share the information – There are a number of resources to download from KEPRO's website that you can use to help inform the seniors in your community about their Medicare rights:

- [Print a poster](#) and hang it on a bulletin board or throughout the library.
- Copy/paste information from KEPRO's [newsletter insert](#) and share it in your bulletin or newsletter.
- Share KEPRO's [informational video](#) with seniors in your community.
 - Schedule a time to play the video and invite the community to watch and learn more. Your organization could also place a link to the video on your website for seniors to watch at their convenience.
- Share a [public service announcement](#) with your local radio station or a [press release](#) with your local newspaper.

KEPRO has dedicated Outreach Specialists to provide further assistance to your library and help coordinate efforts to share this information with the seniors in your community. Please contact the Outreach Specialist who shared this information with you or find your state's Outreach Specialist [here on our website](#). Together, we can make a difference and ensure that our seniors are getting the health care they need and deserve. For further information about KEPRO, please visit our website at www.keproqio.com.