Purpose:
To document delivery and demonstrate compliance in providing Medicare recipients the *Important Message From Medicare About Your Rights* (CMS-R-193) and information related to patients' rights during the hospital stay as well as their Medicare appeal rights related to their hospital discharge.

Procedure:
A. **Admitting** - Deliver Important Message (CMS-R-193) to all Medicare patients within 2 calendar days of admission.
   1. Provide explanation of information to patient
   2. Obtain signature (Follow LSUHSC-S protocol if patient unable to provide consent).
   3. Provide beneficiary the original document.
   4. Scan document into the media section of Epic medical record.
   5. Monitor completion and follow-up with non delivered messages

B. Appropriate Case Manager to monitor Medicare IMM within Epic, and follow up with Admitting for non delivered messages.

C. **Case Manager** - Provide IMM follow-up, preferably two (2) days prior to discharge or on the day of discharge only when unavoidable. (NOTE: If given on discharge day allow 4 hours to consider rights.)
   1. Document follow up in Epic patient record in the Case Management notes.
   2. Refer patient to their original document and/or LSUHSC-S patient handbook.

D. **Nurse/MD/CM** - Contact the Hospital Administrator on call or the Administrative House Manager (AHM) after hours, weekends, and holidays if the patient/family expresses concern about readiness for discharge.

**Appeals Process:**
A. During normal working hours the nursing unit shall notify Case Management immediately when a patient is appealing discharge. During non-normal working hours the nursing unit shall notify the AHM.

B. **Patient** - If patient appeals discharge, the patient is responsible for notifying LHCR (Louisiana Healthcare Review) via the number on the IMM from Medicare form.

C. **LHCR** - LHCR will notify the LSUHSC-S Admission’s office (675-7060) of patient’s appeal.

D. **Admitting** - Shall notify the Administrator on-call (5-5060) and the CM office (5-7074) of LHCR’s notification of patient’s appeal during normal working hours. After hours, weekends, and holidays, contact the AHM and provide them the LHCR information.
E. **Case Manager** (normal work hours) or AHM after hours
   1. Shall provide the patient a copy of the "Detailed Notice" Form (CMS 10066).
   2. Shall provide to LHCR copies of documents listed below and any additional requested documents **by noon** the day after LHCR has been notified (this includes weekends):
      a. Medical record
      b. Copy of “Detailed Notice of Discharge”(Form CMS 10066)

F. **Hospital Administration or designee or AHM** - Shall notify the Attending Physician of the pending Discharge Appeal and advise as to required documentation needed for the appeal process.

G. **Attending MD** - Shall document in the Medical Record the following as soon as possible (medical record has to be sent to LHCR by noon the day after LHCR has been notified of the patient’s discharge appeal):
   1. Progress notes to include pertinent information supporting the decision for discharge.
   2. Orders for the continued stay while case is being reviewed.

H. **LHCR** - Shall notify the patient and LSUHSC-S of its decision within 1 day after receiving all necessary information relating to the patient’s medical condition and discharge information.
   1. If the LHCR finds the patient is not ready for discharge, the attending physician will be notified by the Administrator on call or AHM; appropriate orders for continuing care will be written by the physician.
   2. If the LHCR finds the patient ready for discharge, the patient will be notified by the LHRC that Medicare will continue coverage of services only until noon of the following day.

**Advanced Beneficiary Notice Process:**

A. After LHCR determines agreement with MD’s discharge, the patient is notified of their decision. If the patient then decides to remain inpatient in the hospital, an Advanced Beneficiary Notice is delivered to the patient by Hospital Administration during regular office hours and AHM after hours, weekends, and holidays. Patient will be instructed at that time as to payment arrangements.

[Signature]
Administrator

3/20/13
Date

Approved by Clinical Board: 11/20/07, 2/16/10, 3/19/13
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Reviewed: 1/10, 3/13
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