

## TIMELINE FOR DISCHARGE NOTIFICATION PROCESS

### Important Message



The table below provides a detailed **timeline for the delivery** of the *Important Message From Medicare* to Medicare Advantage members. The timeline outlines the responsibilities of each individual that has a role in the notification process.

STEP	TIMEFRAME	WHO DOES IT?	WHAT IS DONE?
1	As early as 7 days before admission (at a pre-admission visit) but no later than 2 calendar days after admission	Acute care facility	Prepares and issues to the patient or the patient's representative the <i>Important Message from Medicare</i> .
2	At deliver of the Important Message from Medicare	Patient or representative	Signs and dates the <i>Important Message from Medicare</i> to indicate that he or she has received and understands the Notice (if the patient or the patient's representative refuses to sign the Important Message, the facility should note this on the form, date it, and keep the annotated version).
3	Following delivery of the <i>Important Message</i>	Acute care facility	Gives the signed original <i>Important Message</i> to the patient, and keeps a copy in the patient's record.
4	No more than 2 days before discharge	Acute care facility	Provides the patient with a follow-up copy of the original signed <i>Important Message</i> . The acute care facility can give a new blank copy of the document instead, but will also need to have this document signed by the patient or representative. <b>This step is not required if the member is discharged within two (2) days of admission.</b>
5	At delivery of the second copy of the <i>Important Message</i>	Patient or representative	Acknowledges receipt of the follow-up copy of the signed <i>Important Message</i> .
6	Following delivery of the second copy of the <i>Important Message</i>	Acute care facility	Documents that the follow-up copy was received by the patient or representative.
7	Following delivery of the follow-up copy of the <i>Important Message</i>	Patient or representative	Decides whether to accept the discharge or to request an expedited review by the Quality Improvement Organization (QIO).

**If the member decides to accept the discharge**, he or she leaves the acute level of care and goes home or to an alternative level of care.

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### Member disagrees with discharge



If the member disagrees with the discharge decision, he or she has until midnight on the day of the scheduled discharge (while he or she is still an inpatient) to decide to pursue an appeal. If the member decides to pursue the appeal, these additional steps would take place:

STEP	TIMEFRAME	WHO DOES IT?	WHAT IS DONE?
8	If the patient disagrees with the discharge decision, no later than midnight on the day of discharge	Patient or representative	Contacts the Quality Improvement Organization (QIO) as directed on the <i>Important Message</i> to request an expedited review.
9	Once contacted by the patient	QIO	Notifies the acute care facility that the patient has requested an expedited QIO review. Notifies the member's health plan that the review has been requested.
10	No later than noon of the day after QIO notification	Acute care facility	Forwards to the QIO all the information it needs for the expedited review. Prepares and delivers to the patient or representative a completed <i>Detailed Notice of Discharge</i> . Sends the member's health plan a copy of the completed <i>Detailed Notice of Discharge</i> .
11	No later than one (1) day after receiving all the necessary information	QIO	Completes its review and communicates its decision to the member, the acute care facility, and the health plan.

### REMINDER! Valid delivery requirement

In order for delivery of the notice to be considered valid, the following criteria must be met:

- The member must be able to understand the purpose and contents of the notice in order to be able to sign indicating receipt.
- The member must be able to understand that he or she can appeal the discharge decision.

**If either criterion is not met, the acute care facility must deliver the form to another individual acting as the member's representative.**