

## **Hospital Discharge Plan**

The plan must be in your primary language and will note the medical and social needs that should be met upon leaving the hospital. The patient must sign this document prior to being released. If it is felt that the senior is being discharged from the hospital too early then the patient's doctors must be told of the concern. If a hospital facility states that the patient must leave or that Medicare will cease paying the bills then you may tell the hospital that you intend to appeal their decision. It is your responsibility to seek out a "Notice of Non-coverage" that specifically states that Medicare will not cover payment for continued hospitalization.

## **Appeals Process for Hospital Discharge**

While the patient is still in the hospital contact Massachusetts Peer Review Organization (**MassPRO**) at **1-800-252-5533** or **781-890-0011** ([www.masspro.org/](http://www.masspro.org/)) before noon of the following business day after receiving a written "Notice of Non-coverage". Tell them your concerns that lead you to want an appeal. Next you should call the **Massachusetts Department of Public Health (DPH) Advocacy Office** at **1-800-462-5540** and advise them that you have filed an appeal regarding your discharge plan.