

# The Medicare Mediation Program in Detail

## **Moving Forward with Mediation**

- After you decide to go forward with mediation, a beneficiary protection specialist with CIMRO of Nebraska, the Medicare Quality Improvement Organization, will contact your doctor/provider to see if he/she is willing to mediate.
- A CIMRO of Nebraska representative will contact you to let you know if your doctor/provider has agreed to mediate or not.
- If your doctor/provider agrees to mediate, your complaint will go through the medical record review process.
- If your doctor/provider agrees to mediate, a meeting will be scheduled at a place and time agreed to by both you and your doctor. (The mediation session may take place at the QIO office, community center, public library, church or synagogue or similar location).
- Tell the CIMRO of Nebraska representative if you wish to bring a family member or someone you trust to the session.
- The CIMRO of Nebraska representative will inform your doctor/provider about your wish to bring another person to the mediation session and if he/she agrees, you may bring that person to the session.
- In some cases, a Mediation Advisor may assist you through the mediation session. Ask CIMRO of Nebraska if a Mediation Advisor will be available.
- Let the CIMRO of Nebraska representative know if you have any special needs; such as handicap accessibility, interpreter, etc.
- You will be sent a written notice of the date and time of the mediation session.

## **Confidentiality of Mediation**

- Confidentiality is an important part of a successful mediation
- The session is private and confidential
- Every person in the session, including the mediator(s), needs to agree that anything talked about during the session will be kept confidential, unless it is decided before the session to make the details available to others
- The meeting is not recorded and cannot be used in a court of law
- No notes are kept after the meeting has concluded

## **How A Mediation Session Works**

- The mediator will greet you and explain how the meeting will work
- Each person is given a chance to talk about his/her side of the story
- The mediator will help you find ways to talk about the problem until an agreement can be made
- Once you and your doctor/provider reach an agreement, the mediator will write up the details of that agreement
- If you and your doctor/provider are unable to reach a resolution, your complaint will go through the medical record review process

- Participation is voluntary and any party can withdraw at any time
- The QIO will contact you after the session to complete your case

### **Additional Information**

For more information regarding the mediation process, please call 1-800-458-4262 and ask to speak to a CIMRO of Nebraska Case Review/Beneficiary Protection Specialist or visit our Web site at [www.cimronebraska.org](http://www.cimronebraska.org).

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