



Medicare HelpLine: 1-877-588-1123

Medicare Beneficiaries in California



**Scan the QR code
for more information.**

**Have a quality of health
care complaint?**

**Are you being
discharged too soon?**

**Take an active role in
your health care.**



**Quality Improvement
Organizations**

Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

commence
health

You have rights under Medicare!

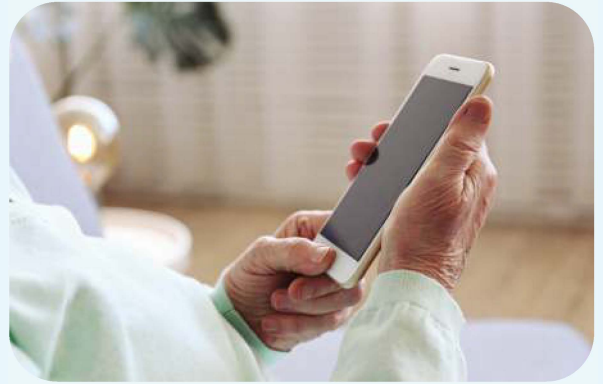
Commence Health is your Medicare Beneficiary and Family Centered Care-Quality Improvement Organization

Contact us for guidance:

<https://commencehealthqio.cms.gov>

Toll Free: 1-877-588-1123

TTY Users: Dial 711



Monday - Friday: 9 am - 5 pm

Saturday - Sunday/Holidays: 10 am - 4 pm

24 hour voicemail service is available

Translation Available

Please provide the following when calling:

- **Medicare number**
- **Dates of service**
- **Provider contact information**

This material was prepared by Commence Health (formerly Livanta LLC), the Medicare Beneficiary and Family Centered Care-Quality Improvement Organization (BFCC-QIO) that provides case review services for Medicare Regions 2, 3, 5, 7, and 9, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. Information provided in this material should not be used as medical or legal advice and is strictly provided as a public service. 13-SOW-MD-2024-QIOBFCC-LP-CP69V