



## Quality Improvement Organizations

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CENTERS FOR MEDICARE & MEDICAID SERVICES



### BFCC-QIO DETERMINATION LETTER

October 28, 2021

Diane Roth

[REDACTED]  
New Berlin, WI 53151

**Case:**

**Patient Name:** Elaine Benz  
**Patient Date of Birth:** February 16, 1924  
**Provider:** Bedrock HCS at Greendale LLC  
**Service Date:** October 13, 2021 [REDACTED]

Dear Elaine Benz:

Thank you for your patience while we completed a thorough review of your provider's decision to end services. We understand the appeal process can be stressful. We hope your experience with Livanta has been a positive one.

Livanta LLC is authorized by Medicare to review medical care and services to decide if medical services meet professionally recognized standards of health care, are medically necessary, and are delivered in the most appropriate setting. Livanta LLC is also mandated to conduct an expedited review when a beneficiary appeals a provider's decision to end Medicare covered services.

An independent, certified, licensed, practicing peer reviewer reviewed the provider's decision to end coverage for the medical services from Bedrock HCS at Greendale LLC. Based on a review of the available medical documentation, and the information you provided, the peer reviewer found that you no longer meet the Medicare coverage requirements for skilled nursing facility services. The peer reviewer offered the following comments:

*A review of the medical record shows that the patient was admitted to a skilled nursing facility (SNF) on October 13, 2021 after a hospitalization. The patient has a complex medical history. Per notes, the patient needs ongoing assistance with activities of daily living. The patient can walk a few steps with moderate assistance and constant cues and needs moderate assistance with bed mobility and maximum assistance with transfers. Notes indicate the patient has difficulty following directions. 24-hour custodial care is recommended on discharge. Further Skilled Nursing Facility services are not indicated. The patient is medically stable. There is no documented evidence that continued skilled services are needed daily to maintain or prevent decline. There are no documented medical issues to support the need for daily skilled nursing care.*

You or your representative were notified by telephone on October 28, 2021 at 5:44 PM Eastern time that the decision to end these services was upheld. These services will no longer be paid for by the Medicare program beginning on October 29, 2021.

You will be responsible for the cost of all services continued at Bedrock HCS at Greendale LLC beginning on October 29, 2021, except for those that are covered (when applicable) by Medicare Part B. If medical services were stopped before October 29, 2021, you will be responsible only for applicable deductible or coinsurance amounts and convenience services and items not normally covered by Medicare.

Bedrock HCS at Greendale LLC and Medicare have been informed of this decision. We encourage you or your representative to discuss arrangements for further health care with your physician or case manager. Please be aware that this decision should not affect your Medicare coverage for medically necessary and appropriate services that you may require in the future.

If you disagree with our decision, you may request that Livanta LLC reconsider its decision to uphold Bedrock HCS at Greendale LLC's end of Medicare covered services. Your request must be made by telephone or in writing no later than **sixty (60) calendar days** from the date of this notice to:

Livanta LLC  
Attention: Expedited Determinations  
6830 W. Oquendo Rd Suite 202  
Las Vegas, NV 89118  
888-524-9900

If you or your representative have any questions regarding this action please call Livanta LLC at 888-524-9900.

Sincerely,



Steven H. Stein, MD FACEP  
Medical Director

The Livanta Medical Director signs all letters to maintain physician reviewer anonymity.

cc: Bedrock HCS at Greendale LLC  
UNITEDHEALTHCARE OF WISCONSIN, INC.