



**Kansas
Foundation
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FACILITATED RESOLUTION FACT SHEET FOR PERSONS WITH MEDICARE

Concerned about your healthcare treatment? *Let's talk.*

This fact sheet is designed to answer basic questions about Facilitated Resolution. When you call the Kansas Foundation for Medical Care, Inc. (KFMC) to file a complaint, a review case manager will give you more details. If your complaint is suited for facilitated review, the process will be further explained to you.

What is Facilitated Resolution?

It is a form of conflict resolution in which you describe to a “facilitator,” who is a “go between” or “intermediary” between you and your health care provider, what concerns you have about the health care you received from your doctor or facility. The facilitator will then call the doctor or facility and, with your permission, will give him/her the information you provided, and ask them to respond to what you have said about the situation.

How will I know if my complaint is appropriate for Facilitated Resolution?

Not all complaints are appropriate. During the medical record review process KFMC will determine if your case is appropriate and will then ask you if you would like to participate.

What happens in Facilitated Resolution?

- You tell the “facilitator” what happened to you, and what would have prevented you from making the complaint.
- The facilitator calls the doctor or facility and tells him/her what you said.
- The doctor or facility has an opportunity to say what might be done to prevent a similar thing from happening in the future.
- The conversations are confidential and the information cannot be used in any other proceedings.
- You will be provided with a summary of any resolution suggested by the doctor or facility.

Will I be able to tell the doctor or facility that he/she made a mistake with me?

You can say what happened to a facilitator who will then telephone the provider. In this process, you don't tell them directly, face-to-face or on the telephone, but through the facilitator.

How will the process affect my relationship with my doctor/hospital?

There is a good possibility that relationships can be improved with this process. If your doctor or facility agrees to participate, it is typically a sign that he/she is committed to improving communication.

If I decide to do this, what should I do?

Call KFMC at 1-800-432-0407. You will be directed to an individual who will be able to take you through a process where you will be able to tell your story. Remember that not all complaints are suitable for Facilitated Resolution and you and the provider must all agree to participate since it is voluntary on everyone's part.

Does Facilitated Resolution affect my benefits under Medicare?

No, your benefits are not affected if you choose to participate.

If I see the health care provider again (that is, the doctor, hospital, etc.), what if I'm asked why didn't I just talk to him/her directly?

You can say that, at that time, you didn't feel like you could talk directly to him/her and preferred to have someone not involved in the situation explain it for you.

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