

Reference #: **2017-169-IP**

From: Hospital Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor

Sent: November 9, 2017

To: HIQR Improve

Subject: **HQRx News Blast: *Have You Heard?* New Medicare Card: Provider Ombudsman Announced**

HQR_x

Your Prescription for Successful Quality Reporting



Hospital Quality Reporting (HQR) News Blast

www.qualityreportingcenter.com

Have You Heard?

New Medicare Card: Provider Ombudsman Announced

How can the Centers for Medicare & Medicaid Services (CMS) Provider Ombudsman for the New Medicare Card help you? The Provider Ombudsman serves as a CMS resource for the provider community. The Ombudsman will ensure that CMS hears and understands any implementation problems experienced by clinicians, hospitals, suppliers, and other providers.

CMS is pleased to announce that Dr. Eugene Freund will be serving in this position. He will also communicate about the New Medicare Card to providers and collaborate with CMS components to develop solutions to any implementation problems that arise. To reach the Ombudsman, contact: NMCPProviderQuestions@cms.hhs.gov.

The Medicare Beneficiary Ombudsman and CMS staff will address inquiries from Medicare beneficiaries and their representatives through existing inquiry processes. Please visit Medicare.gov for more information.