BFCC-QIO Changes that Affect Medicare Patients and Healthcare Providers

Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs) work under contract with the Centers for Medicare & Medicaid Services (CMS) to provide services to people with Medicare. BFCC-QIOs manage complaints from Medicare patients and quality of care reviews.

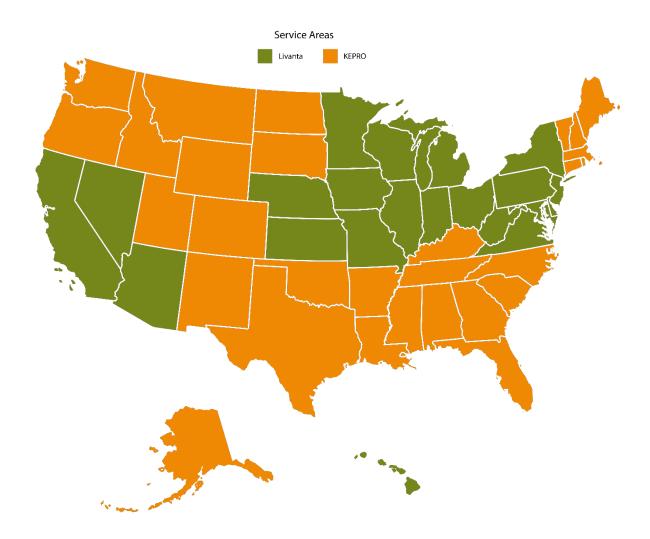
On June 7, 2019, the 11th Scope of Work (current contracts) between the BFCC-QIOs and CMS ended.

What does this mean?

People in each state who have Medicare may have a different BFCC-QIO serving their state beginning June 8, 2019. All case review services will continue and there will be no disruption in services even if a particular state transitioned to a different organization will provide BFCC-QIO services.

BFCC-QIOs enter into new contracts with CMS on June 8, 2019. Beginning on that date:

- KEPRO is the BFCC-QIO that will provide services to the following states:
 Alabama, Alaska, Arkansas, Colorado, Connecticut, Florida, Georgia, Idaho,
 Kentucky, Louisiana, Maine, Massachusetts, Mississippi, Montana, New
 Hampshire, New Mexico, North Carolina, North Dakota, Oklahoma, Oregon,
 Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont,
 Washington, and Wyoming. Please visit www.keprogio.com for more information.
- Livanta is the BFCC-QIO that will provide services to the following states:
 Arizona, California, Delaware, District of Columbia, Hawaii, Illinois, Indiana, Kansas, Iowa, Maryland, Michigan, Minnesota, Missouri, Nebraska, Nevada, New Jersey, New York, Ohio, Pennsylvania, Virginia, West Virginia, and Wisconsin. Visit www.livantaqio.com for more information.



BFCC-QIOs will continue to help Medicare patients <u>file an appeal</u> if patients (or their families) think they are being discharged from the hospital (or services are ending) too soon. Medicare patients can also <u>file a complaint</u> when they have a concern about the quality of medical care they are receiving from a health care professional or facility.

How do the new contracts affect healthcare providers?

As a result of BFCC-QIOs providing services to different states (see above to see which BFCC-QIO covers your state), you may or may not have the same BFCC-QIO. To learn more about how this may affect your facility, as well as any action you may need to take, please visit www.keproqio.com/transition or https://livantagio.com/en/provider/transition.