How does Immediate Advocacy help people with Medicare?

**Beneficiary & Family Centered Care-Quality Improvement Organizations (BFCC-QIOs)**

BFCC-QIOs support people with Medicare and their families or caregivers. BFCC-QIOs help them exercise their right to high-quality health care through a range of services:

- **Immediate Advocacy**
- **Quality of Care Complaints**
- **Discharge and Services Appeals**
- **Healthcare Navigation**

**What is Immediate Advocacy?**

Immediate Advocacy is an informal process used by BFCC-QIOs to quickly resolve a Medicare care complaint within a few days.

Examples of complaints that a BFCC-QIO may resolve through Immediate Advocacy include: lack of communication by healthcare staff, not receiving a piece of medical equipment, problems getting a prescription filled or refilled.

**How does Immediate Advocacy work?**

1. Contact Your BFCC-QIO to Share Your Concern(s)
2. BFCC-QIO Contacts Provider
3. Advocacy Help
4. Outcome / Result

- Decide if Immediate Advocacy is right for you
- Agree to share your name and participate
- BFCC-QIO contacts the provider to ask if they will agree to participate in Immediate Advocacy
- If the provider agrees, the BFCC-QIO takes up your concern with the them
- BFCC-QIO discusses the result of the advocacy process and talks with you about possible next steps

*If Immediate Advocacy isn’t right for you, there are other services provided by CMS and the BFCC-QIOs that might help you address your concerns. Participating in the Immediate Advocacy process doesn’t disqualify you from pursuing other options later.*
During the Immediate Advocacy process, BFCC-QIOs...

**CAN:**
- Listen to you and help you decide if Immediate Advocacy is the best way to address your concern.
- Contact a provider over the phone on your behalf to communicate an issue that you’re having.
- If appropriate, facilitate a conversation between you and your provider so that you can ask any questions or discuss any concerns with them directly.
- Communicate the outcome of your Immediate Advocacy case and offer additional help.
- Explain your Medicare rights and responsibilities.

**CANNOT:**
- Require the provider to participate in the Immediate Advocacy process or speak directly with you or your family.
- Formally punish or reprimand a provider.
- Investigate or seek damages for an incident that you believe was malpractice.
- Conduct an in-person examination of you or a facility.
- Require the facility to provide services that aren’t covered by Medicare.
- Require the facility to change its operating procedures.

**Contact your BFCC-QIO**

To learn more about Immediate Advocacy, call the BFCC-QIO for your state:

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<thead>
<tr>
<th>Area</th>
<th>BFCC-QIO</th>
<th>Phone</th>
<th>States</th>
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<tbody>
<tr>
<td>1</td>
<td>Kepro</td>
<td>888-319-8452</td>
<td>CT, MA, ME, NH, RI, VT</td>
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<tr>
<td>2</td>
<td>Livanta</td>
<td>866-815-5440</td>
<td>NJ, NY, PR, VI</td>
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<td>3</td>
<td>Livanta</td>
<td>888-396-4646</td>
<td>DC, DE, MD, PA, VA, WV</td>
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<td>4</td>
<td>Kepro</td>
<td>888-317-0751</td>
<td>AL, FL, GA, KY, MS, NC, SC, TN</td>
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<td>5</td>
<td>Livanta</td>
<td>888-524-9900</td>
<td>IL, IN, MI, MN, OH, WI</td>
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<td>6</td>
<td>Kepro</td>
<td>888-315-0636</td>
<td>AR, LA, NM, OK, TX</td>
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<td>7</td>
<td>Livanta</td>
<td>888-755-5580</td>
<td>IA, KS, MO, NE</td>
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<td>8</td>
<td>Kepro</td>
<td>888-317-0891</td>
<td>CO, MT, ND, SD, UT, WY</td>
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<td>9</td>
<td>Livanta</td>
<td>877-588-1123</td>
<td>AS, AZ, CA, GU, HI, MP, NV</td>
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<tr>
<td>10</td>
<td>Kepro</td>
<td>888-305-6759</td>
<td>AK, ID, OR, WA</td>
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For more information about BFCC-QIO Immediate Advocacy visit [qioprogram.org/immediate-advocacy](http://qioprogram.org/immediate-advocacy).