

# 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**

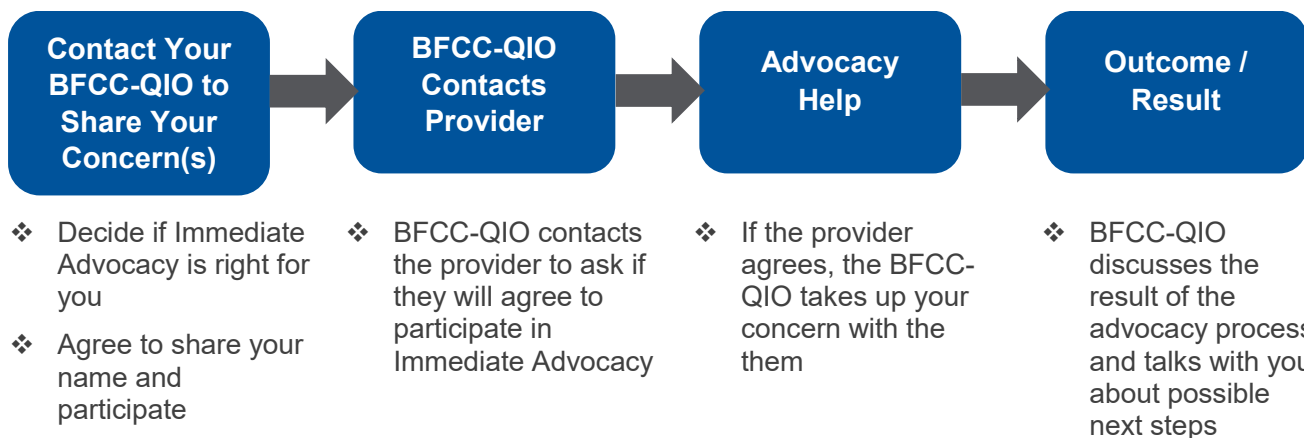
### What is Immediate Advocacy?

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?



\* 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:

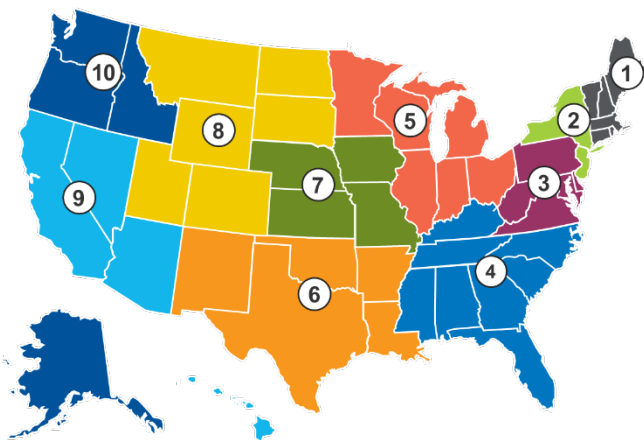
- ✓ Listen to you and help you decide if Immediate Advocacy is the best way to address your concern.
- ✓ Contact a provider over the phone on your behalf to communicate an issue that you're having.
- ✓ If appropriate, facilitate a conversation between you and your provider so that you can ask any questions 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:



Area	BFCC-QIO	Phone	States
1	Kepro	888-319-8452	CT, MA, ME, NH, RI, VT
2	Livanta	866-815-5440	NJ, NY, PR, VI
3	Livanta	888-396-4646	DC, DE, MD, PA, VA, WV
4	Kepro	888-317-0751	AL, FL, GA, KY, MS, NC, SC, TN
5	Livanta	888-524-9900	IL, IN, MI, MN, OH, WI
6	Kepro	888-315-0636	AR, LA, NM, OK, TX
7	Livanta	888-755-5580	IA, KS, MO, NE
8	Kepro	888-317-0891	CO, MT, ND, SD, UT, WY
9	Livanta	877-588-1123	AS, AZ, CA, GU, HI, MP, NV
10	Kepro	888-305-6759	AK, ID, OR, WA

For more information about BFCC-QIO Immediate Advocacy visit [gioprogram.org/immediate-advocacy](http://gioprogram.org/immediate-advocacy).