

Beneficiary and Family Centered Care National Coordinating Oversight and Review Center



The Beneficiary and Family Centered Care National Coordinating Oversight and Review Center (BFCC NCORC) supports the BFCC Quality Improvement Organizations (QIOs) as they work to improve health care services for Medicare beneficiaries and their families.

BFCC NCORC initiatives include:

- Ensuring beneficiary case reviews are efficient, systematic, and thorough
- Using national data to identify areas for quality improvement and increased patient safety
- Collaborating with the Centers for Medicare & Medicaid Services (CMS) and other partners to support the rights and services for Medicare beneficiaries
- Engaging beneficiaries and their families to improve how health care is delivered
- Raising awareness about beneficiary rights under the Medicare program

Beneficiary and Family Engagement

The BFCC NCORC regularly works with beneficiaries and their families to gather input about how to improve the care and services delivered under the BFCC-QIO program. Interested in lending your voice to quality improvement initiatives? Contact the [BFCC NCORC](#) to learn more.

Educational Resources

The following materials and resources are available to communicate the work of the BFCC-QIOs to people who have Medicare and their representatives, families, and caregivers:

- [Medicare Beneficiary Fact Sheet](#)
- 2019 BFCC QIO transition Fact Sheet for Beneficiaries

For up-to-date information and resources, follow the BFCC QIOs on Twitter [here](#).