

QIO Program:

Beneficiary and Family Centered Care – Quality Improvement Organizations

A Better Way to Serve Medicare Beneficiaries



Quality Improvement Organization (QIO) Program

The Centers for Medicare & Medicaid Services' QIO Program is one of the largest federal programs dedicated to improving health quality at the community level. This network of experts in quality improvement works in partnership with Medicare beneficiaries and their families, providers, communities and health care stakeholders in every setting in which care is delivered.

About Beneficiary and Family Centered Care – QIOs

Beneficiary and Family Centered Care-Quality Improvement Organizations (BFCC-QIOs) help people who have Medicare exercise their right to high-quality health care by:

- Managing all complaints and quality of care reviews to ensure consistency in the review process
- Handling all cases in which Medicare patients want to appeal a health care provider's decision to discharge them from the hospital or discontinue other types of services
- Using the Immediate Advocacy process to resolve complaints quickly
- Providing Healthcare Navigation services

Two BFCC-QIOs – Livanta and KEPRO – provide support to all 50 states and three territories.

Beneficiary experiences, both good and bad, give the QIO Program the perspective to identify opportunities for improvement, develop solutions that address the real needs of patients, and inspire action by health professionals.

Healthcare Navigation Program

BFCC-QIOs are helping people with Medicare coordinate their health care, connecting them and caregivers with resources, and providing support to better understand the health care system.

Patients and their families and caregivers are often on their own when it comes to coordinating needed health care. This can be a stressful task, especially for those who are not familiar with how the healthcare system



The Centers for Medicare & Medicaid Services (CMS) functional structure for the Quality Improvement Organization (QIO) Program delivers program value to patients and families, maximizes learning and collaboration for improving care, and supports the spread and sustainment of effective new practices and models of care.

Two Beneficiary and Family Centered Care-QIOs review quality of care concerns and appeals, while 14 Quality Innovation Network-QIOs work with providers and communities on data-driven quality initiatives to enhance patient safety, reduce harm, engage Medicare beneficiaries and their families, and improve clinical care at the community level. Both types of QIOs serve all 50 states and three territories. To learn more, visit www.qioprogam.org.

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Quality Improvement Organization Program

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QIOProgram@cms.hhs.gov

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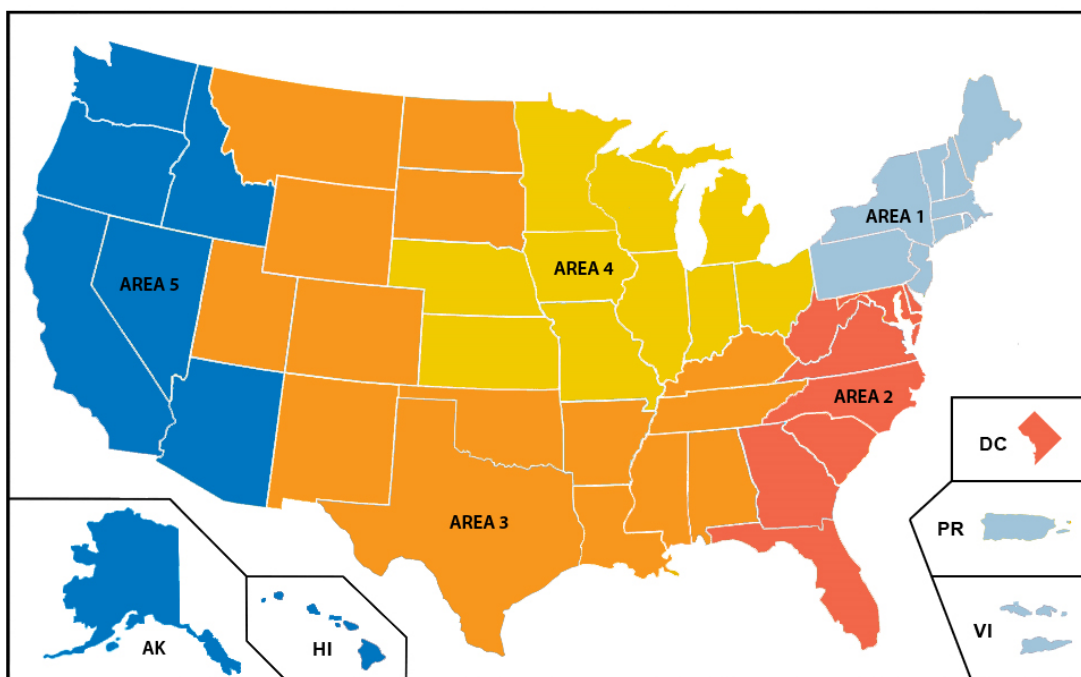
works. The Healthcare Navigation Program is administered by the QIO Program’s two BFCC-QIOs and offers a good solution to people with Medicare. This program has the potential of creating direction for people with Medicare as they go through the health care system and are connected to care they need in various health care settings, such as physician offices, hospitals and skilled nursing facilities.

Immediate Advocacy

When Medicare beneficiaries have a complaint that is not related to the clinical quality of care, they can participate in a process called Immediate Advocacy.

Immediate Advocacy is an informal alternative dispute resolution process facilitated by BFCC-QIOs with a beneficiary’s health care provider. Examples of complaints that may be resolved through Immediate Advocacy include being treated disrespectfully by a provider, or concerns about the failure to receive medical equipment, like a motorized scooter, prescribed by the beneficiary’s health care provider.

The BFCC-QIO is the point of contact when Medicare beneficiaries or their families want to file a quality of care complaint or make an appeal. A quality of care complaint can also be made by calling 1-800-MEDICARE. Beneficiaries can learn more about their Medicare rights by visiting www.qioprogram.org/patients-caregivers. To view BFCC-QIOs by state, visit www.qioprogram.org/locate-your-qio.



Area 1 - Livanta (866-815-5440) Area 2 - KEPRO (844-455-8708) Area 3 - KEPRO (844-430-9504)
Area 4 - KEPRO (855-408-8557) Area 5 - Livanta (877-588-1123)