2014 QIO Program Transition Fact Sheet
For Medicare Beneficiaries

QUALITY IMPROVEMENT ORGANIZATION (QIO) PROGRAM TRANSFORMATION
The Centers for Medicare & Medicaid Services (CMS) redesigned its Quality Improvement Organization (QIO) Program to further enhance the quality of services for Medicare beneficiaries. The QIO Program, one of the largest federal programs dedicated to improving health quality for Medicare beneficiaries, is an integral part of the U.S. Department of Health and Human Services National Quality Strategy for providing better care and better health at lower cost.

QIO PROGRAM CHANGES
Medicare has made some changes to the QIO Program to ensure that Medicare beneficiary needs are better met by designating a special QIO just to address Medicare beneficiary and family concerns. Another type of QIO will work with hospitals and doctors to help them with their quality improvement activities.

Beneficiary and Family Centered Care (BFCC)-QIOs
BFCC-QIOs will manage all beneficiary complaints and quality of care reviews to ensure consistency in the case review process while taking into consideration local factors important to beneficiaries and their families.

Quality Innovation Network (QIN)-QIOs
QIN-QIOs are responsible for working with health care providers and the community on data-driven projects to improve patient safety, reduce harm, and improve clinical care at the local level.

CHANGES FOR BENEFICIARIES
New Points of Contact. Medicare beneficiaries will have a new point of contact for complaints and quality of care review. A list of the current BFCC-QIOs and QIN-QIOs for your area, and their contact information, is located at QIOProgram.org under Locate Your QIO.

Quality Case Review and Appeals after July 31. On August 1, 2014, all Medicare beneficiary quality review case work and appeals will be conducted by the new BFCC-QIOs. If a case is currently under review or in process, please know the new BFCC-QIOs will continue the review.

BFCC-QIOs Organized by Area. QIOs will continue to work with doctors and nurses in local communities, but will not have an office in each state. BFCC-QIOs understand the importance of serving Medicare beneficiaries where they live and will continue to meet local needs.

FOR MORE INFORMATION
More information on the QIO Program can be found at QIOProgram.org or by contacting 1-800-MEDICARE.

What is a QIO?
A Quality Improvement Organization (QIO) is a group of health quality experts, clinicians, and consumers organized to improve the care delivered to people with Medicare. QIOs work under the direction of the Centers for Medicare & Medicaid Services to assist Medicare providers with quality improvement and to review quality concerns for the protection of beneficiaries and the Medicare Trust Fund.

Quality Improvement Organization Program
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