

Information on Changes in the Medicare Quality Improvement Organization (QIO) Contractor Program

Effective August 1, 2014 Impacting Medicare Beneficiaries and Healthcare Providers

Overview of Transition

- QIOs are independent organizations that the Centers for Medicaid & Medicare Services (CMS) contracts with to assist individual Medicare Beneficiaries with questions or concerns about their care and provide education and assistance to healthcare providers.
- QIOs provide assistance when Medicare Beneficiaries have questions about whether they are ready for discharge from a hospital or home health agencies, whether a health care service should be ended or whether they should have been transferred from an Emergency Department to another hospital or to home. They also are available to review a concern that Beneficiaries or their family members may have about the quality or appropriateness of the care they received.
- CMS has made some changes to the program that took effect August 1, 2014 by designating two special QIOs just to address Beneficiary and family concerns. There is a second network of QIOs that work with hospitals and doctors to help them with their quality improvement activities.
 - **The Beneficiary and Family Centered Care QIOs (BFCC-QIOs)** are the QIOs that receive and manage all Beneficiary complaints, investigate level of care concerns and conduct quality of care reviews to ensure uniformity and consistency in the review process. Although national, the BFCC-QIOs are to consider local cultural, demographic and healthcare delivery issues in their level of care and quality reviews.
 - **Quality Innovation Network QIOs (QIN-QIOs)** are the QIOs responsible for working with providers and the community on multiple, quality initiatives to improve patient safety, reduce harm, and improve clinical care within their designated multistate region

- **Livanta and KEPRO** are the two Beneficiary and Family Centered Care QIO contractors engaged by CMS and assigned specific regions of the country.



Area 1 - Livanta Area 2 - KEPRO Area 3 - KEPRO
Area 4 - KEPRO Area 5 - Livanta



**Livanta is the designated
BFCC-QIO for all six of
the New England states**

Livanta Contact Information

BFCC-QIO Program Area 1

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Medicare Beneficiaries can also contact Medicare directly at:

1-800-MEDICARE (1-800-633-42273)