

## What is changing for BFCC-QIOs?

From August 1, 2014, through June 7, 2019, BFCC-QIO reviews will continue to be performed across five Areas. Effective June 8, 2019, the Centers for Medicare & Medicaid Services (CMS) restructured the BFCC-QIO coverage and created 10 Regions across the United States. Beginning June 8, 2019, KEPRO will be responsible for Regions 1,4,6,8, and 10. Livanta will be responsible for Regions 2,3,5,7, and 9.

**Region 1:** Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont

**Region 2:** New Jersey, New York, Puerto Rico, US Virgin Islands

**Region 3:** Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia

**Region 4:** Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee

**Region 5:** Illinois, Indiana, Michigan, Minnesota, Ohio Wisconsin

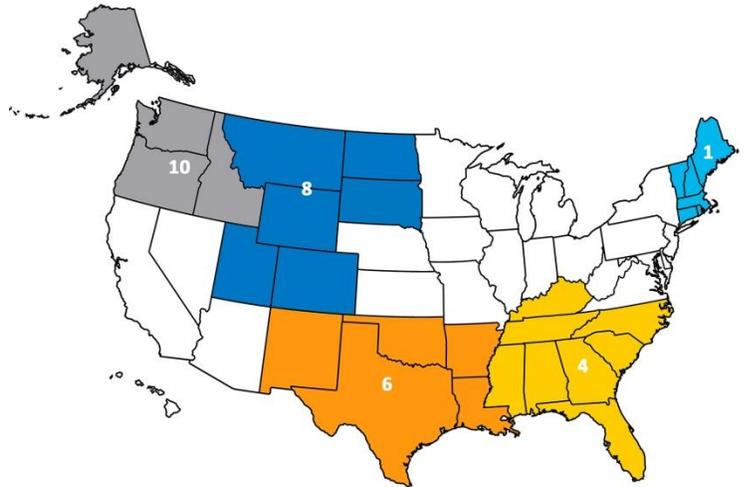
**Region 6:** Arkansas, Louisiana, New Mexico, Oklahoma, Texas

**Region 7:** Iowa, Kansas, Missouri, Nebraska

**Region 8:** Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming

**Region 9:** Arizona, California, Hawaii, Nevada, Pacific Territories

**Region 10:** Alaska, Idaho, Oregon, Washington



## How does this change affect providers?

If your facility is in one of the 29 states shaded above, please take action on **two important updates**:

### 1. Update your Appeals Notices

To ensure your Medicare beneficiaries are able to contact KEPRO to make timely appeals, please update information you provide to them, including:

#### Post-Acute Care Providers

- Update your Notice of Medicare Non-coverage with KEPRO's phone number for your Region.

#### Acute Care Providers

- Update your Important Message from Medicare with KEPRO's phone number for your Region.

	<b>Region 1</b> CT, MA, ME, NH, RI, VT	<b>Region 4</b> AL, FL, GA, KY, MS, NC, SC, TN	<b>Region 6</b> AR, LA, NM, OK, TX	<b>Region 8</b> CO, MT, ND, SD, UT, WY	<b>Region 10</b> AK, ID, OR, WA
Toll-free Telephone	888-319-8452	888-317-0751	888-315-0636	888-317-0891	888-305-6759
Local Telephone	216-447-9604	813-280-8256	813-280-8256	216-447-9604	216-447-9604
TTY	855-843-4776	855-843-4776	855-843-4776	855-843-4776	855-843-4776
Toll-free Fax	833-868-4055	833-868-4058	833-868-4060	833-868-4062	833-868-4064
Mailing Address	5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	5201 West Kennedy Blvd Suite 900 Tampa, FL 33609	5201 West Kennedy Blvd Suite 900 Tampa, FL 33609	5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131

## 2. Complete a Memorandum of Agreement (MOA) and Provider Update Form

Visit [www.keproqio.com/moa](http://www.keproqio.com/moa) after June 8, 2019, to complete the MOA and Provider Update Form and submit it to KEPRO.

Federal law requires certain providers to have an MOA with a QIO, which outlines the QIO's and provider's responsibilities during the review process. All providers must submit a new MOA after June 7, 2019.

### What if my facility is in Livanta's new territory? (Region 2,3,5,7, or 9)

Effective June 8, 2019, Livanta will be your BFCC-QIO. Please visit [www.livantaqio.com](http://www.livantaqio.com) for further information, including the appropriate telephone number to include on your facility's appeals notices.

### How does this change affect Medicare beneficiaries?

Beginning June 8, 2019, Medicare beneficiaries in CMS Regions 1,4,6,8, and 10 who are concerned about the medical care they received can contact KEPRO to obtain a free case review. KEPRO is available to assist Medicare beneficiaries who have questions about whether they are ready for discharge from a hospital or skilled nursing facility, whether they received appropriate medical care, or if they need intervention with a provider.

### What happens with open cases after June 7, 2019?

Review cases that are in progress at close of business on June 7, 2019, will be transferred to the new BFCC-QIO. Review requests that are received after June 7, 2019, will be transferred to the new BFCC-QIO.

### Will any other reviews be affected by this change?

Short Stay and Higher Weighted Diagnosis-Related Group (HWDRG) reviews will no longer be performed by the regional BFCC-QIOs. CMS will award this contract to one national contractor. CMS anticipates a contract award to be issued by the 3rd quarter of calendar year 2019.

### What are KEPRO's toll-free phone numbers?

<b>Toll-free Phone Numbers</b>				
<b>Region 1:</b> CT, MA, ME, NH, RI, VT	<b>Region 4:</b> AL, FL, GA, KY, MS, NC, SC, TN	<b>Region 6:</b> AR, LA, NM, OK, TX	<b>Region 8:</b> CO, MT, ND, SD, UT, WY	<b>Region 10:</b> AK, ID, OR, WA
888-319-8452	888-317-0751	888-315-0636	888-317-0891	888-305-6759

Trained team members are available Monday through Friday from 9:00 a.m. to 5:00 p.m. and from 11:00 a.m. to 3:00 p.m. on Saturday, Sunday, and holidays in all local time zones. However, a beneficiary can leave a message at KEPRO's toll-free number 24 hours a day, seven days a week. Translation services are available for beneficiaries and beneficiary caregivers who do not speak English.

For additional information, please visit [www.keproqio.com](http://www.keproqio.com).

## How can I stay up-to-date with KEPRO's latest news and information?

Stay up-to-date with important BFCC-QIO information and updates by subscribing to KEPRO's e-mail distribution list at [www.keproqio.com/email](http://www.keproqio.com/email). You may also visit our transitions web page at [www.keproqio.com/transition](http://www.keproqio.com/transition).

## What is the Quality Improvement Organization (QIO) Program?

Led by the Centers for Medicare & Medicaid Services (CMS), the QIO Program is one of the largest federal programs dedicated to improving health quality at the local level. The Program aligns with the six CMS Quality Strategy goals:

1. Make care safer by reducing harm caused in the delivery of care.
2. Ensure that each person and family are engaged as partners in their care.
3. Promote effective communication and coordination of care.
4. Promote the most effective prevention and treatment practices for the leading causes of mortality, starting with cardiovascular disease.
5. Work with communities to promote wide use of successful interventions to enable healthy living.
6. Make quality care more affordable for individuals, families, employers, and governments by developing and spreading new health care delivery models.

QIOs work with local health care providers, serving as change agents, conveners, and collaborators. They form groups of health care providers and other stakeholders to learn from one another and to use that knowledge in making care more patient-centered, safer, and coordinated. Because QIOs share best practices with one another, providers benefit from the experience of their peers across the country, which further accelerates improvement.

QIOs also help Medicare beneficiaries exercise their right to high-quality health care. Patients benefit from the QIO Program's charge to address beneficiaries' quality of care complaints and discharge appeals as well as from the QIO improvement initiatives those complaints and appeals inspire.

## Why does CMS have a QIO Program?

The QIO Program is the cornerstone of Medicare's efforts to improve the quality and value of health care for its over 45 million beneficiaries. QIOs provide a local infrastructure that helps implement nationally based quality initiatives. The Program has a long-standing history of helping thousands of health care providers deliver care that meets evidence-based standards for safe and effective care.

Unlike many health quality improvement programs, the QIO Program works with all kinds of providers, filling an important need for those who otherwise may not have the capacity to support quality improvement. QIOs offer objective assistance that unites patients, providers, community organizations, and other health care stakeholders in making care safer and more effective.

Through its national network of independent, trusted organizations, the QIO Program is collaborating with providers at all levels of clinical performance to improve health quality in five key areas:

- Keeping the patient at the center
- Preventive care
- Improving care coordination
- Better data for better care
- Safer care