



## 2019 BFCC-QIO CONTRACT TRANSITION FACT SHEET FOR MEDICARE BENEFICIARIES

### 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 (CMS) to assist Medicare providers with quality improvement and review quality concerns for the protection of beneficiaries and the Medicare Trust Fund.

### QIO PROGRAM FUNCTIONS

Since 2014, Medicare ensures that Medicare beneficiary needs are better met by designating a specific group of QIOs just to address Medicare beneficiary and family concerns. A different group of QIOs work with hospitals and doctors to help them with their quality improvement activities.

#### *Beneficiary and Family Centered Care (BFCC)-QIOs*

BFCC-QIOs 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. Current contracts end May 7, 2019 and awards have been made for new BFCC-QIOs to start May 8, 2019.

#### *Quality Innovation Network (QIN)-QIOs*

QIN-QIOs work with health care providers and communities on data-driven projects to improve patient safety, reduce harm, and foster clinical care at the local level. Current contracts end July 31, 2019 with new QIN-QIOs anticipated to start August 1, 2019.

### 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 for your area, and their contact information, is located at [QIOProgram.org](http://QIOProgram.org) under “Locate Your QIO.”

***Quality Case Review and Appeals after May 7, 2019.*** On May 8, 2019, all Medicare beneficiary quality case reviews and appeals will be conducted by the new BFCC-QIOs. If a case review is currently in process, the new BFCC-QIOs will continue the review.

***BFCC-QIOs Organized by CMS Region.*** QIOs will continue to work with doctors and nurses in local communities but may 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 regarding the CMS QIO Program can be found at [QIOProgram.org](http://QIOProgram.org) or by contacting [QIOProgram@cms.hhs.gov](mailto:QIOProgram@cms.hhs.gov) or 1-800-MEDICARE (1-800-633-4227).

