

Beneficiary and Family Centered Care Quality Improvement Organizations: A Hub of Support Services for Medicare Beneficiaries



- To protect Medicare beneficiaries and the Medicare Trust Fund, the Centers for Medicare & Medicaid Services (CMS) established Beneficiary and Family Centered Care-Quality Improvement Organizations (BFCC-QIOs).
- BFCC-QIOs help Medicare beneficiaries exercise their right to high-quality health care by providing three types of assistance – 1) discharge appeal reviews, 2) quality of care reviews, and 3) immediate advocacy – when beneficiaries have a concern about their care.

Quality of Care Reviews

BFCC-QIOs are here to help file a formal complaint when you have a concern about the quality of care (QOC) received from a health care facility or professional.

Top 10 quality of care concerns

Across the 20,000 QOC reviews conducted by BFCC-QIOs, Medicare beneficiaries reported concerns that the facility or provider did not:

- Establish an appropriate treatment plan
- Make an appropriate diagnosis
- Carry out the treatment plan in a timely manner
- Obtain pertinent history or findings from an exam
- Initiate proper discharge or rehabilitation plans
- Demonstrate that the patient is ready for discharge
- Act on changes in clinical status
- Ensure a safe environment
- Provide medical record information
- Act upon lab tests or image results

Have questions about the BFCC-QIO program?
Scan the QR code to find the QIO in your State.



Discharge Appeal Reviews

If you think your Medicare services are ending too soon – for example, if you think you are being discharged from the hospital, nursing home, or home health care too soon – you can file an appeal with your BFCC-QIO.

**More than
1 Million**

Total discharge appeal reviews
conducted by BFCC-QIOs from
June 2019 to April 2023

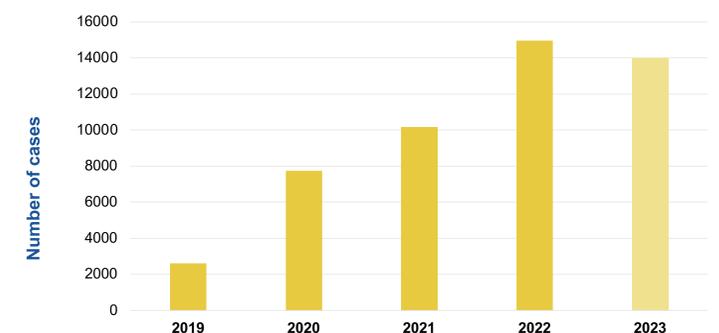
During the appeal process, your BFCC-QIO will:

- Give you the information you need to make an informed decision
- Explain your options
- Help you file the appeal

Immediate Advocacy

Immediate Advocacy (IA) is an expedited means to help Medicare beneficiaries resolve complaints. It's the only BFCC-QIO initiative that provides an opportunity for beneficiaries to have direct contact with health care providers to quickly resolve issues related to Medicare-covered services.

IA Cases Completed by BFCC-QIOs



What is the impact of the BFCC-QIO Program?

Beneficiaries have an Advocate

"It was a smooth process. Rep was sympathetic. Seemed like I was having a human experience."

"When I called in, the representative was patient with me and walked me through the process... That helps when dealing with the facility and getting mixed messages."



BFCC-QIOs are Adjusting to meet Beneficiaries' Growing Needs

- BFCC-QIOs completed approximately 30,000 monthly appeals in 2022; an exponential increase from 2019 when they completed an average of 20,000 monthly appeals.
- BFCC-QIOs conducted 6 times more IAs in 2022 compared to 2019.