

# HOW BFCC-QIOS ENGAGE MEDICARE BENEFICIARIES THROUGH IMMEDIATE ADVOCACY

## Beneficiary and Family Centered Care Survey Center



### WHAT IS IMMEDIATE ADVOCACY?

Immediate Advocacy (IA) is an informal process used by Beneficiary and Family-Centered Quality Improvement Organizations (BFCC-QIOs) to quickly address Medicare beneficiary's concerns and resolve issues.

### HOW ARE IMMEDIATE ADVOCACY SERVICES PROVIDED?

- 1 Medicare beneficiaries contact their state BFCC-QIO to discuss their issue(s).
- 2 The BFCC-QIO will contact the beneficiary's provider to ask if they are willing to participate in the IA process.
- 3 If the provider agrees, the BFCC-QIO initiates the IA dialogue between the beneficiary and the provider.
- 4 The BFCC-QIO discusses the result of the process and next steps.

### WHAT MEDICARE BENEFICIARIES HAVE TO SAY ABOUT THE IMMEDIATE ADVOCACY PROCESS

"They were accessible and the information is readily available. The website was helpful and the social worker helped right away."

"They had good customer service pleasant attitudes, nice manners, and professional; they made me feel like a person and not just a number."

"They really listened to what I had to say. I just wanted to bring the situation to the hospital's attention. I feel like it coming from the QIO gave me a bit more clout."

"She was very proactive and kept me informed. She was diligent with reaching the facility. Very informative and empathetic."

"They had a really strong personal connection with [my] complaint, and one person kept in contact and remained involved."



### IMMEDIATE ADVOCACY OUTCOMES

The Beneficiary and Family Centered Care Survey Center (BFCC-SC) administers the Experience Survey monthly to gather Medicare beneficiary feedback on the IA process. The BFCC-SC administers the Experience Survey monthly via telephone and mail and focuses on initial communication with the beneficiary, how the BFCC-QIO kept the beneficiary informed of the case status, and how the BFCC-QIO worked with the beneficiary and their family.



### EXPERIENCE SURVEY DATA

Overall IA Experience Survey **scores** have **increased** each month from

**78.8% to 82.2%**

for cases closed from  
**August 2022 to October 2023**

Communication scores between BFCC-QIOs and Medicare beneficiaries at the start of an IA case have **increased** about

**2.5% POINTS**

for cases closed from  
**August 2022 to October 2023**

Scores for how well BFCC-QIOs processed IA cases in a beneficiary-centered manner have **increased** roughly

**3.5% POINTS**

for cases closed from  
**August 2022 to October 2023**

Overall IA Experience Survey **scores** have **increased** by roughly

**4% POINTS**

for **African American beneficiaries**

for cases closed from **May 2021 to April 2023**



This material was prepared by Rainmakers Strategic Solutions, LLC, the Medicare Beneficiary and Family Centered Care – Survey Center that administers the Medicare Beneficiary and Family Experience Survey, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.

