

ENSURING BENEFICIARY-CENTEREDNESS IN CAPTURING THE BENEFICIARY EXPERIENCE



Beneficiary and Family Centered Care Survey Center

GATHERING DATA TO IMPROVE SUPPORT FOR BENEFICIARIES & FAMILIES

The Medicare Beneficiary and Family Experience Survey gathers feedback on experiences that beneficiaries and their families have when getting support from the BFCC-Quality Improvement Organizations (BFCC-QIOs) and promotes the authentic Voice of the Customer to guide health care improvement.



TRAINING

BFCC-SC Interviewer Training includes:

- Issues unique to Medicare beneficiaries
- “Soft” phone skills
- Survey administration
- Medicare policy
- Refusal conversion

Call Center comprised of male, female, African-American, and Latinx interviewers

ADMINISTRATION

- Administered to a sample of 1,250 Medicare beneficiaries per month who filed appeals and complaints
- Interviewer administered by phone
- Mail administration for hearing impaired
- Spanish administration by phone and mail
- 1-800 helpline and email address for assistance

ANALYSIS

Experience Survey scored according to:

- Communication at Case Initiation
- Support for Case Processing
- Communication at Case Determination
- Beneficiary-Centered Case Processing
- Health equity analysis provided in annual report
- Qualitative analysis conducted on what the BFCC-QIOs did well and what they could improve on

FEEDBACK

Feedback is provided:

- To the BFCC-QIOs for quality improvement
- CMS for quality improvement and contract evaluation

OUTCOMES

- Reaches diverse beneficiary population ensuring survey results are representative of beneficiaries who receive BFCC-QIO services
- Data that support quality improvement initiatives to improve care delivery, e.g.:
 - **Result:** “They explained everything and told me what was going to happen. I knew what to expect.”
 - **Outcome:** Materials to explain services offered and outcomes to ensure processes are in line with beneficiary expectations
 - **Result:** “The rep was clear and easy to understand, showed empathy, and repeated things back to me. I thought it was very good. I was very happy with it.”
 - **Outcome:** Training on using plain and empathetic language to facilitate communications with beneficiaries that are clear, courteous, and respectful



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