

BFCC-QIO Changes that Affect Medicare Patients and Healthcare Providers

Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs) work under contract with the Centers for Medicare & Medicaid Services (CMS) to provide services to people with Medicare. BFCC-QIOs manage complaints from Medicare patients and quality of care reviews.

On June 7, 2019, the 11th Scope of Work (current contracts) between the BFCC-QIOs and CMS ended.

What does this mean?

People in each state who have Medicare may have a different BFCC-QIO serving their state beginning June 8, 2019. All case review services will continue and there will be no disruption in services even if a particular state transitioned to a different organization will provide BFCC-QIO services.

BFCC-QIOs enter into new contracts with CMS on June 8, 2019. Beginning on that date:

- KEPRO is the BFCC-QIO that will provide services to the following states: Alabama, Alaska, Arkansas, Colorado, Connecticut, Florida, Georgia, Idaho, Kentucky, Louisiana, Maine, Massachusetts, Mississippi, Montana, New Hampshire, New Mexico, North Carolina, North Dakota, Oklahoma, Oregon, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Washington, and Wyoming. Please visit www.keproqio.com for more information.
- Livanta is the BFCC-QIO that will provide services to the following states: Arizona, California, Delaware, District of Columbia, Hawaii, Illinois, Indiana, Kansas, Iowa, Maryland, Michigan, Minnesota, Missouri, Nebraska, Nevada, New Jersey, New York, Ohio, Pennsylvania, Virginia, West Virginia, and Wisconsin. Visit www.livantaqio.com for more information.

