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DATE: July 24, 2014

TO: All Medicare Advantage Organizations and Prescription Drug Plans

FROM: Kathryn A. Coleman, Acting Director  
Medicare Drug & Health Plan Contract Administration Group

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Medicare Drug and Part C & D Data Group

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SUBJECT: Restructuring of the Quality Improvement Organization Program and the Impact to Medicare Advantage Organizations and Prescription Drug Plans

The purpose of this memorandum is to notify Medicare Advantage Organizations (MAOs) and Prescription Drug Plans (PDPs) that CMS is restructuring the Quality Improvement Organization (QIO) program to improve both patient care and health outcomes, and save taxpayer resources. The overall restructuring of the QIO program will allow for the creation of Beneficiary and Family-Centered Care Quality Improvement Organizations (BFCC-QIOs) contractors to support the program in five service areas.

Effective **August 1, 2014**, the existing QIO contractors will be replaced by two BFCC-QIOs contractors that will be responsible for conducting quality of care reviews, discharge and termination of service appeals, and other areas of required review in the various provider settings. The two new BFCC-QIOs contractors are:

**LIVANTA**

Area	Address	Toll-free Number	Fax Number
1 (CT, ME, MA, NH, NJ, NY, PA, PR, RI, VT, VI)	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	866-815-5440 TTY: 1-866-868- 2289	Appeals: 855-236-2423 All other reviews: 844-420-6671
5 (AK, AZ, CA, HI, ID, NV, OR, WA)	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	877-588-1123 TTY: 1-855-887- 6668	Appeals: 855-694-2929 All other reviews: 844-420-6672

## KEPRO

Area	Address	Toll-free Number	Fax Number
2 (DC, DE, FL, GA, MD, NC, SC, VA, WV)	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	844-455-8708	844-834-7129
3 (AL, AR, CO, KY, LA, MS MT, ND, NM, OK, SD, TN, TX, UT, WY)	KEPRO 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	844-430-9504	844-878-7921
4 (IA, IL, IN, KS, MI, MN, MO, NE, OH, WI)	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	855-408-8557	844-834-7130

Please note that MAOs and PDPs may be contacted by their current QIOs to discuss relevant transition activities and provide the new BFCC-QIO point of contact information. MAOs and PDPs must ensure the updated QIO contact information is included in all internal materials, as well as applicable communications sent to enrollees. This would include, but is not limited to, the following:

- The Evidence of Coverage (EOC);
- MAO and PDP grievance notices related to quality of care complaints;
- The Detailed Explanation of Non-Coverage (Form CMS-10124-DENC); and
- The Detailed Notice of Discharge (Form CMS-10066).

To the extent possible, MAOs should ensure that their contracted providers have updated the notices listed below with the new BFCC-QIO contact information. MAOs should also be prepared to respond to enrollee questions regarding BFCC-QIO contact information contained in these notices:

- The Notice of Medicare Non-Coverage (Form CMS 10123-NOMNC); and
- Important Message from Medicare (IM) (Form CMS-R-193).

More information about the QIO restructuring is detailed in the CMS press release at: <http://www.cms.gov/Newsroom/MediaReleaseDatabase/Press-releases/2014-Press-releases-items/2014-05-09.html>. If you have any questions about the QIO program, contact the QIO Program mailbox at [QIOProgram@cms.hhs.gov](mailto:QIOProgram@cms.hhs.gov). For questions related to the notices of Non-Coverage contact [Part C Appeals@cms.hhs.gov](mailto:Part_C_Appeals@cms.hhs.gov). For all other questions, contact your CMS Regional Account Manager.