

# HOW DOES A BFCC-QIO HELP PEOPLE WHO HAVE MEDICARE?



## What is a BFCC-QIO?

### Help with Quality of Care and Appeals

A Beneficiary and Family Centered Care Quality Improvement Organization (also called a BFCC-QIO) is an independent organization that helps people with Medicare when they have concerns about their care. They can review quality of care complaints and help when Medicare-covered services like a hospital stay, skilled nursing care, home health, or rehab are ending, and the patient doesn't agree. Their role is to listen, review what happened, and make sure people receive the care Medicare says they're entitled to. Acentra Health is the BFCC-QIO for 29 states.

## Appeals

### Filing an Appeal

Medicare patients can file an appeal with Acentra Health, a BFCC-QIO for 29 states:

- If they are not ready to be discharged from the hospital.
- If Medicare skilled services are being stopped too soon. Examples of skilled services are physical therapy and nursing services.

During the appeal process, beneficiaries can stay in the hospital with no financial liability (except for regular copays and deductibles) until the appeal is done.

## Quality of Care

### Filing a Quality of Care Complaint

Medicare patients can file a complaint if they have a concern about care they received from a health provider. For example, care from a hospital, skilled nursing facility, or doctor's office can be reviewed.

Reasons why a Medicare beneficiary may choose to file a complaint:

- Received the wrong medicine or too much of a medicine
- Received a surgery or medical test that wasn't needed
- Received a wrong diagnosis
- Received incomplete discharge instructions
- Received inadequate care that resulted in a poor outcome

## Immediate Advocacy

### Resolving Concerns Quickly

Medicare beneficiaries can call their BFCC-QIO and ask for this when they have concerns about their medical care (or related services) that need to be resolved quickly. With Immediate Advocacy services, concerns can usually be resolved within 2 to 5 business days.

Examples of when Immediate Advocacy could be helpful:

- When a beneficiary tries to communicate with their healthcare provider but is unable to resolve a situation or have questions answered.
- When a beneficiary is expecting a piece of medical equipment but hasn't received it, and calls to the medical equipment company aren't resolving the issue.



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