

# BENEFICIARY AND FAMILY CENTERED CARE-QUALITY IMPROVEMENT ORGANIZATION (BFCC-QIO) CHANGES FOR PROVIDERS

## Frequently Asked Questions

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### **Q1: Is the BFCC-QIO the same as the QIO (referring to Livanta or Kepro)?**

A1: Yes. The Beneficiary and Family Centered Care-Quality Improvement Organization (BFCC-QIO) is the title now being used instead of the previous Quality Improvement Organization (QIO). The Centers for Medicare & Medicaid Services (CMS) updated the title in the Parts C and D guidelines (previously CMS Chapter 13) in February of 2019.

For more information, please review the links below:

- [What is a BFCC-QIO?](#)
- [What is the Parts C and D CMS Guidance?](#)

### **Q2: What do I need to know about the BFCC-QIO changes that took effect on June 8, 2019?**

A2: As a provider, you need to know the following:

- The two BFCC-QIO contractors – Livanta and Kepro
- Which BFCC-QIO is assigned to your state
- Whether you are continuing with the same BFCC-QIO or if you are assigned to the other BFCC-QIO

To learn which BFCC-QIO, see one of the below websites (the assignment is based on the state you work in).

- [Livanta](#)
- [Kepro](#)

### **Q3: What do I need to do if my BFCC-QIO has changed?**

A3: Per the BFCC-QIO:

- All providers are required to complete a Memorandum of Agreement (MOA) form with their BFCC-QIO.
- If your BFCC-QIO has changed, you will need to complete the MOA form for the new BFCC-QIO.
- If your BFCC-QIO has NOT changed, you will need to complete the MOA form for your current BFCC-QIO to update facility information.

### **Q4: How do I fill out the MOA with my BFCC-QIO?**

A4: You can fill out the MOA form on the website for your BFCC-QIO.

- [Livanta](#)
- [Kepro](#)

### **Q5: What else do I need to do as a provider?**

A5: Ensure that any notifications that are issued to beneficiaries that include BFCC-QIO contact information are up to date with the corrected BFCC-QIO (Important Notices, NOMNC forms, etc.).

### **Q6: My BFCC-QIO changed on June 8. How do I get a new NOMNC form with the correct BFCC-QIO contact information?**

A6: naviHealth has updated versions of the NOMNC form for all of our SNF providers that contain the correct BFCC-QIO contact information based on the changes implemented on June 8, 2019.

**Q7: I have not received the determination from my BFCC-QIO regarding a member appeal of the NOMNC. How do I receive the determination?**

A7: We have received information from both Livanta and Kepro that there have been delays in notification based on the June 8, 2019, changes. Both have contact information that you can use to request a determination or update concerning an active appeal.

- [Livanta Case Lookup](#)
- [Kepro Helpline](#)

**Q8: Where do I go if I have other questions or need additional information?**

A8: Livanta and Kepro have specific resources, FAQs, and contact information on their websites.

- [Livanta](#)
- [Kepro](#)