

TODAY'S MESSAGE

QUALITY IMPROVEMENT ORGANIZATION (QIO) CONTACT INFORMATION UPDATED EFFECTIVE AUGUST 1, 2014

REVISED NOTICE OF MEDICARE NON-COVERAGE (NOMNC) FORMS AVAILABLE ON THE PROVIDER RESOURCE CENTER (PRC)

CMS has announced restructuring of 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 regional contractors will be replaced by 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 new BFCC-QIOs contractor for Pennsylvania is Livanta.

LIVANTA

Address	Toll-free Number	Fax Number
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

The NOMNC forms for Highmark's Medicare Advantage members have been updated to reflect this new contact information for QIO reviews. The revised forms are now available on the PRC.

Follow the steps below to locate the revised forms:

- Access the PRC via NaviNet
- Click on the *Facility Information* link from the PRC
- Click on the *Facility Forms* link
- Locate the appropriate form
 - Notice of Medicare Non-Coverage form for Freedom Blue PPO members
 - Notice of Medicare Non-Coverage form for Security Blue HMO members