

BFCC-QIOs Advocate for Medicare Beneficiaries in the Time of COVID-19

What is the BFCC-QIO Program?

Beneficiary and Family Centered Care-Quality Improvement Organizations (BFCC-QIOs) help people who have Medicare exercise their right to high-quality health care. BFCC-QIOs provide a range of services to Medicare beneficiaries including support for:

- Quality of Care Complaints
- Discharge Appeals
- Healthcare Navigation

Using Immediate Advocacy to support Beneficiary in the Time of COVID-19

Using Immediate Advocacy, an informal process to quickly resolve a verbal complaint about a Medicare-covered health care service, BFCC-QIOs are supporting beneficiaries and their families with COVID-19-related questions like:

- What to do when a loved one is being discharged from a nursing home after exposure to COVID-19?
- How to communicate with a family member in a nursing home during lock down?

BFCC-QIOs at Work

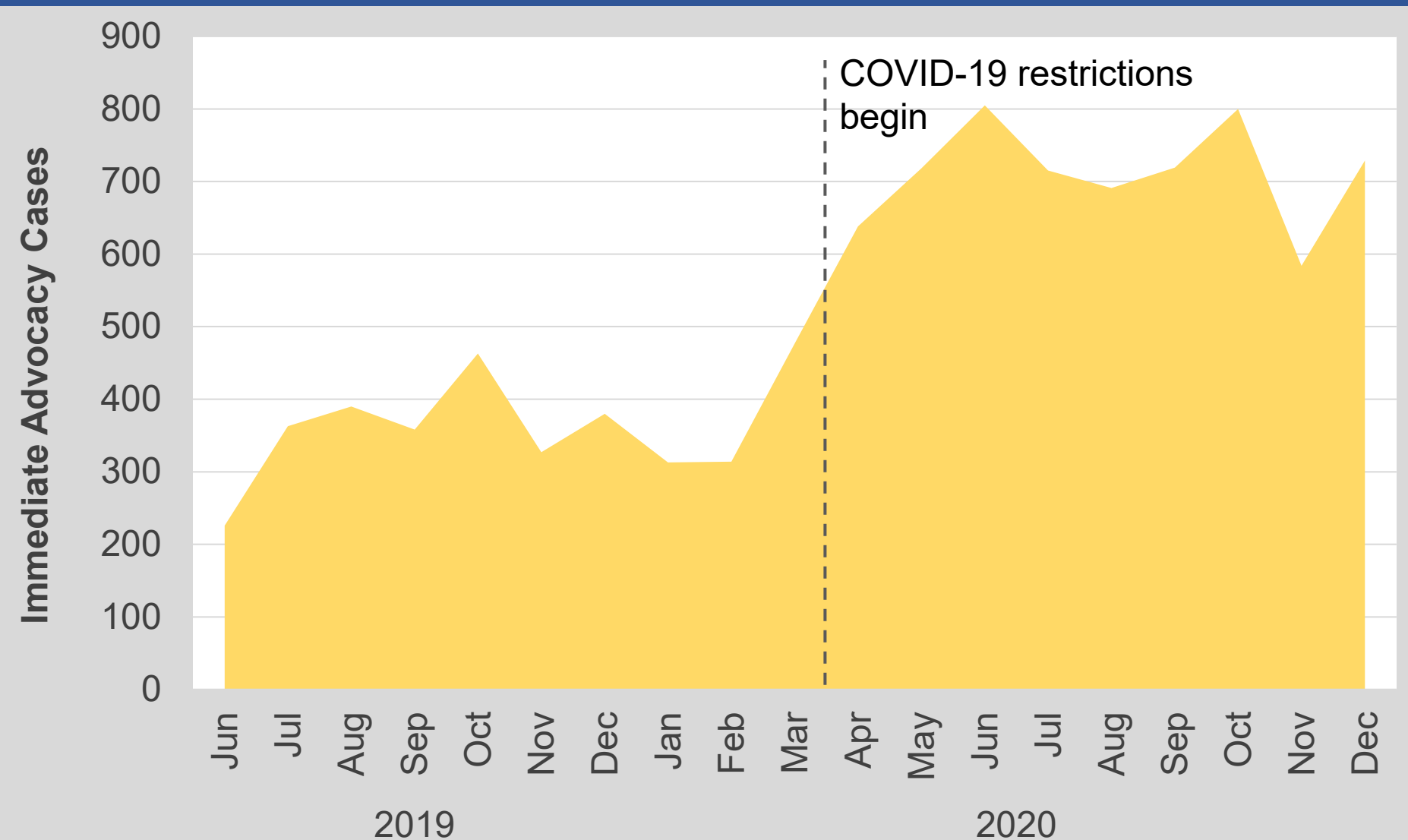
While Immediate Advocacy case loads doubled, BFCC-QIOs delivered top quality support for beneficiaries and their families.



Experience with communication, case processing, and support resulted in 81.8% National BFCC-QIO score for Positive Beneficiary Experience with Immediate Advocacy services.

Source: Medicare Beneficiary and Family Experiences Survey, May to Nov. 2020

Immediate Advocacy Cases Doubled During the COVID-19 Pandemic



Source: Quality Management and Review Systems (QMARS), June 2019 to Dec. 2020

“They made it possible for me - with the COVID-19 thing going on - to know what was going on. They contacted the facility and the facility contacted me. The help of [BFCC-QIO] allowed more communication, and I was impressed with their follow-ups.”

“It was clear that they wanted to help. You could tell by their tone. With this being during a time of COVID, it was obvious from their demeanor that they were in the business of helping people. They seemed to have empathy for my mother's situation.”