

Supporting Beneficiaries Through the Appeal Process



Support for Medicare beneficiaries

Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs) help people who have Medicare when they want to appeal a health care provider's decision to discontinue services or discharge them from the hospital. BFCC-QIOs provide resources to help people with Medicare become more confident in making health care decisions and actively managing their health.

What is the BFCC-QIO appeal process?

If you think your Medicare services are ending too soon (e.g. if you think you are being discharged from the hospital too soon), you can file an appeal with your BFCC-QIO. Your BFCC-QIO will:

- Give you the information you need to make an informed decision
- Explain your options
- Help you file an appeal

Your BFCC-QIO will provide information to help you make a decision before the appeal deadline for continued care.

The BFCC-QIO can also explain your options if you miss the deadline or decide to request a review later.

What are beneficiaries saying about the appeal process?

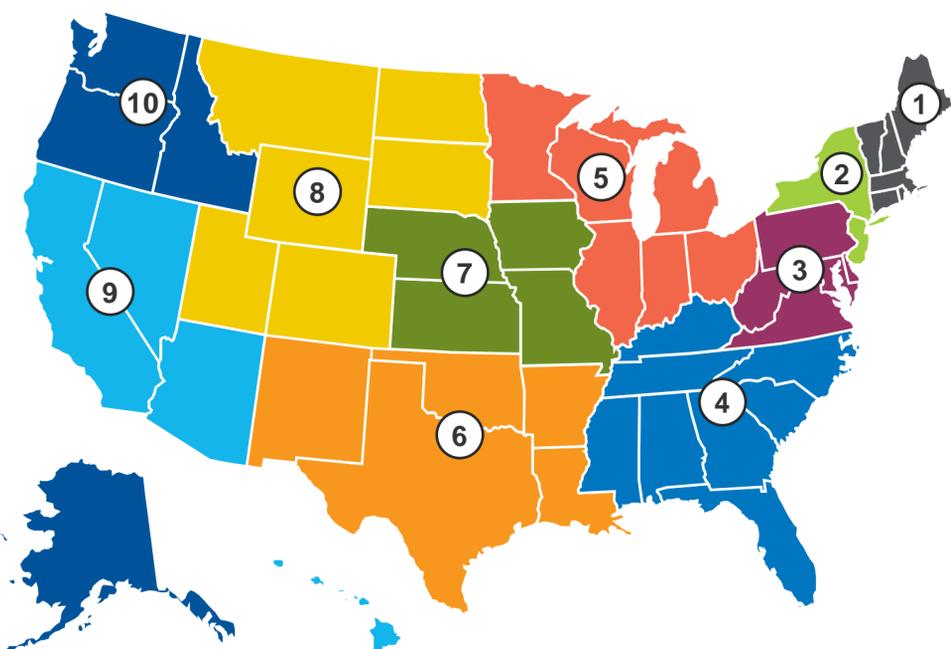
“It was a smooth process. Rep was sympathetic. Seemed like I was having a human experience. Very cooperative, informative and helpful.”

“When I called in, the [representative] was patient with me and walked me through the process as to what would happen. That helps when dealing with the facility and getting mixed messages.”

 **~129,000** beneficiaries per year get help from BFCC-QIOs with the Appeals process

Contact your QIO to learn more

Two BFCC-QIOs, KEPRO and Livanta, manage all beneficiary appeals across the nation, ensuring that beneficiaries are treated fairly and helping them exercise their right to high-quality health care across care settings. Use the map below to find the BFCC-QIO for your area.



Area	BFCC-QIO	Phone	States
1	KEPRO	888-319-8452	CT, MA, ME, NH, RI, VT
2	Livanta	866-815-5440	NJ, NY, PR, VI
3	Livanta	888-396-4646	DC, DE, MD, PA, VA, WV
4	KEPRO	888-317-0751	AL, FL, GA, KY, MS, NC, SC, TN
5	Livanta	888-524-9900	IL, IN, MI, MN, OH, WI
6	KEPRO	888-315-0636	AR, LA, NM, OK, TX
7	Livanta	888-755-5580	IA, KS, MO, NE
8	KEPRO	888-317-0891	CO, MT, ND, SD, UT, WY
9	Livanta	877-588-1123	AS, AZ, CA, GU, HI, MP, NV
10	KEPRO	888-305-6759	AK, ID, OR, WA