

# Encouraging people with Medicare to give feedback about the care they receive

## 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

## How is Beneficiary Experience Measured?

A survey measuring the experience of those receiving BFCC-QIO services highlights ways to deliver beneficiary-centered care. Understanding beneficiary experiences, both good and bad, gives the BFCC-QIOs the opportunity to identify areas for improvement, develop solutions that address the real needs of beneficiaries, and inspire action to improve services and support for Medicare beneficiaries.

### 1 QIOs support beneficiaries

Beneficiaries get help from BFCC-QIOs to support their rights and navigate the Medicare system.

### 3 CMS and BFCC-QIOs use feedback to improve services

Beneficiary feedback is used to make sure support is offered in a beneficiary and family-centered way.



### 2 Beneficiaries provide feedback

Beneficiaries share feedback about their experiences receiving support from BFCC-QIOs.

## When you were filing your appeal or complaint, did the QIO representative listen carefully to you?

“They listened to my complaint, explained the process thoroughly to me and called me, updating me about what's going on.”

“She listened very well and gave me good feedback. She was sensitive to my frustration and situation.”

“I just thought they were very sympathetic, warm. They understood the problem I was facing and they were nice about it. They made me feel like they actually cared.”