

Supporting Beneficiaries who have Healthcare Quality of Care Concerns

What does CMS do in support of Medicare beneficiaries?

Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs) are here to help when you have a concern about the quality of care received from a health care facility (e.g. hospital, nursing home, hospice or home health agency) or professional. You can file a formal Medicare complaint through your BFCC-QIO.

Top 10 quality of care concerns from Medicare beneficiaries

- ① Did not establish an appropriate treatment plan
- ② Did not make appropriate diagnosis
- ③ Did not carry out treatment plan in a timely manner
- ④ Did not obtain pertinent history or findings from exam
- ⑤ Did not initiate proper discharge or rehab plans
- ⑥ Did not demonstrate that patient is ready for discharge
- ⑦ Did not act on changes in clinical status
- ⑧ Did not ensure a safe environment
- ⑨ Did not provide medical record information
- ⑩ Did not act upon lab tests or image results.

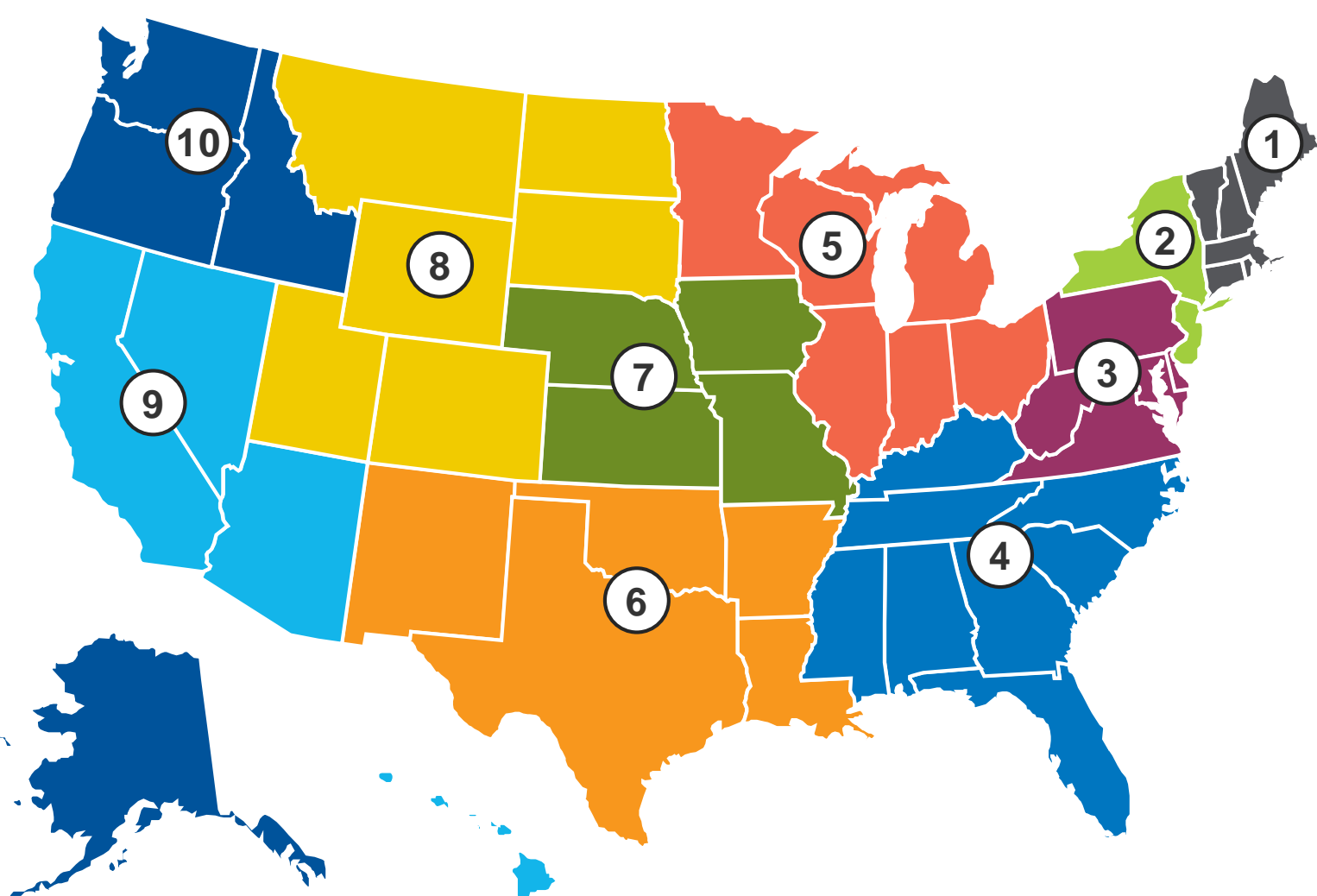
"They listened to my complaint, explained the process thoroughly to me and called me, updating me about what's going on."

"They explained the process of the complaint very well and gave me alternative solutions to the problem."

"After she took my first complaint and send me papers, she almost called me immediately to go over them. She kept up with me the whole process, which I thought was great."

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