

# Helping People with Medicare through Immediate Advocacy

## What is Immediate Advocacy?

Beneficiary and Family Centered Care-Quality Improvement Organizations (BFCC-QIOs) support people with Medicare and their families. One of the services, Immediate Advocacy, is an informal process used to quickly resolve a Medicare complaint within a few days. Examples of complaints that a BFCC-QIO may resolve through Immediate Advocacy include: lack of communication by healthcare staff, not receiving a piece of medical equipment, and problems getting a prescription filled or refilled.

## Understanding Beneficiaries' Experiences with Immediate Advocacy

CMS was interested in identifying factors associated with positive and negative beneficiary experiences with Immediate Advocacy. They wanted to understand what was working well and what could be improved.

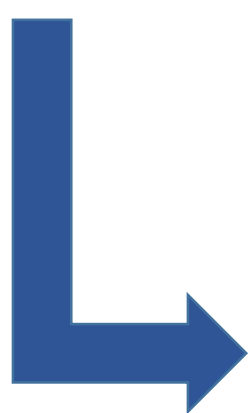
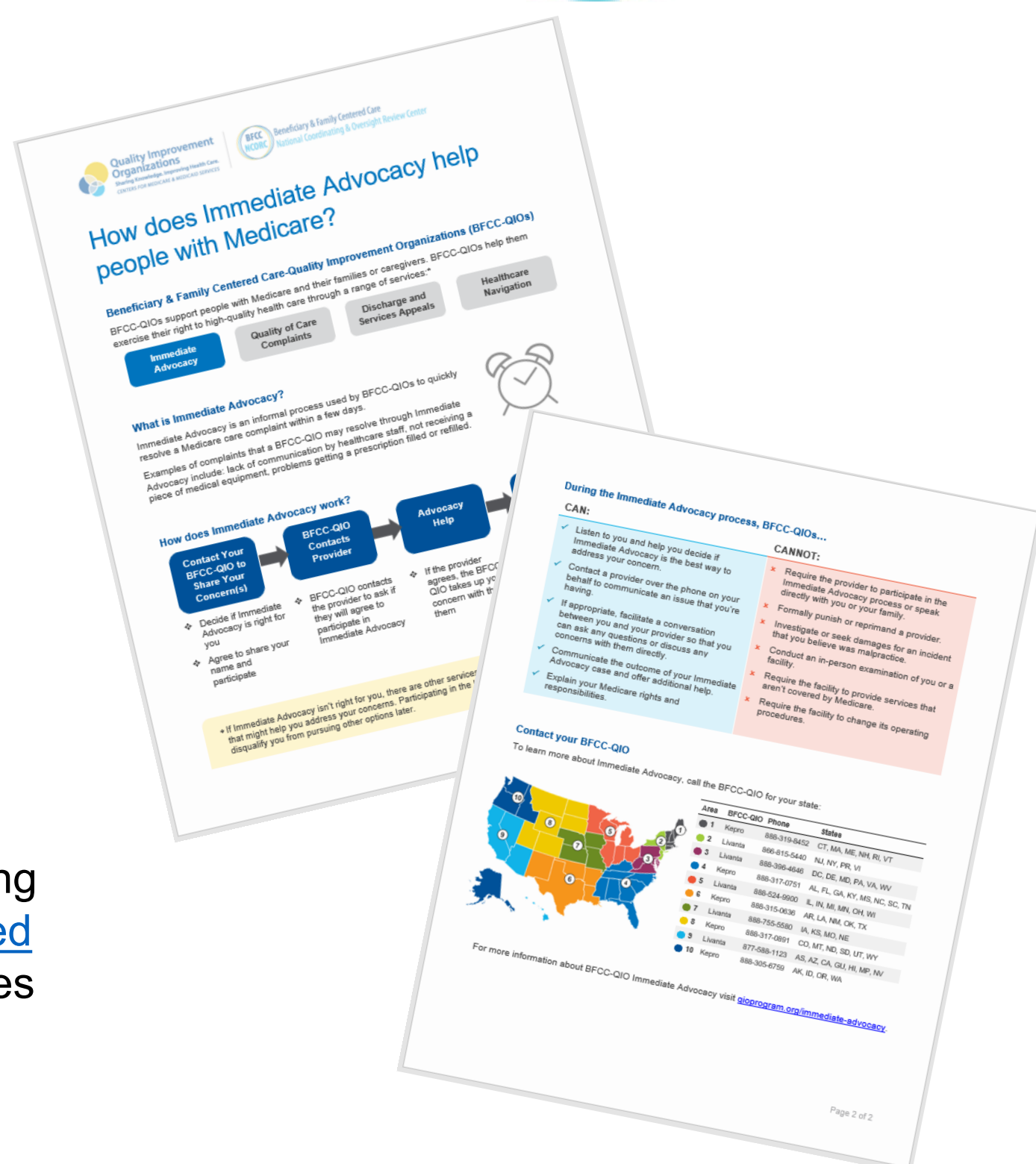
The BFCC National Coordinating & Oversight Review Center used a multi-step approach to collect and analyze information about experiences with Immediate Advocacy, including reviewing results from the Beneficiary Experience Survey—a tool used to collect feedback directly from beneficiaries.

## Key Takeaways

- ❖ Compassionate and empathetic communication with beneficiaries is essential.

- ❖ Providing regular updates, even when there are “no updates” is important to building beneficiary trust.

- ❖ It is essential for beneficiaries and their families to understand the process, including what is and is not in scope.



In response, the National Coordinating & Oversight Review Center [developed materials](#) for beneficiaries and families to convey these important points.

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