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# Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO)

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Updated 11/10/2021

# Presented by

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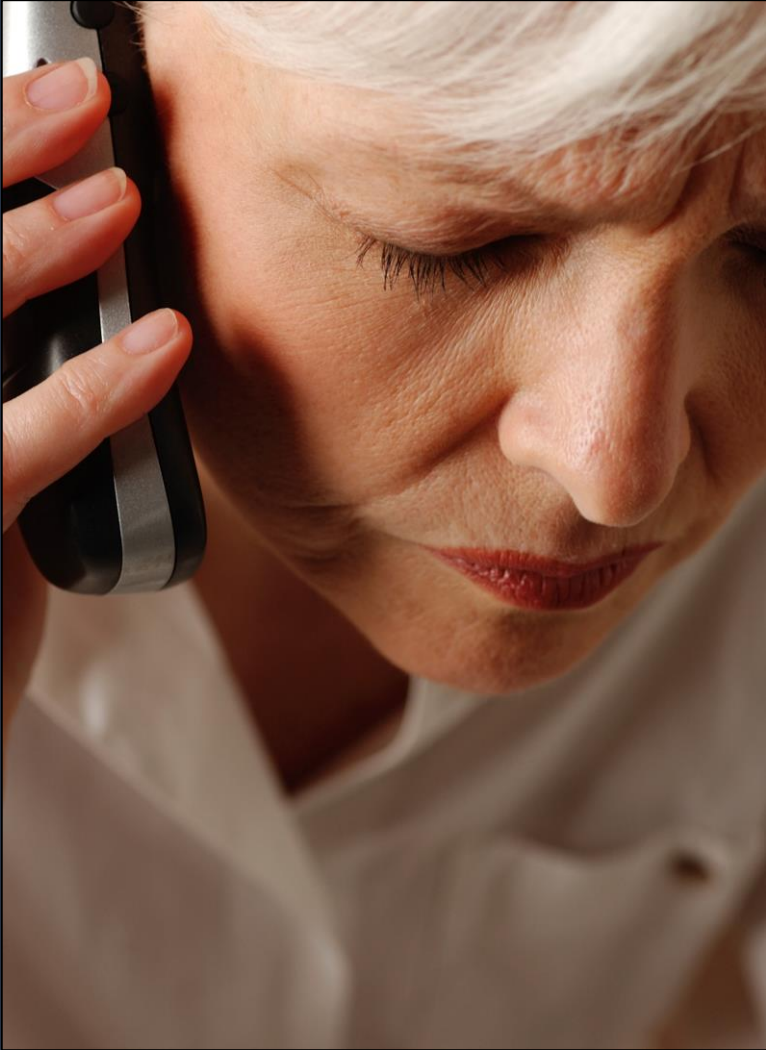


**Nancy Jobe**

Outreach Specialist

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## Services for People who have Medicare

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- **Hospital Discharge and Skilled Service Termination Appeals**
- **Immediate Advocacy (IA)**
- **Beneficiary Complaints (Quality of Care)**

*Kepro also provides these free services for people with Medicare Advantage and those with Medicare as a secondary insurance.*



# Appeals

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## Acute Care: Discharge Appeals

- Important Message from Medicare (IM)
  - Timely appeal: Midnight the day of discharge
- Preadmission/Admission Hospital Issued Notice of Non-coverage (HINN)
- Hospital Requested Review (HRR)

## Post-acute Care: Skilled Service Terminations

- Notice of Medicare Non-coverage (NOMNC)
  - Timely appeal: Noon the day before services are ending



# Example of an Appeal

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A beneficiary's wife was concerned about her husband's hospital discharge. She was going to be the primary caregiver at home and was concerned about her ability to take care of him. Even with an order for home health services, she was not sure that he was ready for discharge.



# Appeals Process Overview

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The provider gives the notice to the beneficiary.

The beneficiary or representative calls Kepro to ask for an appeal.

Kepro requests medical records from the provider (e.g., hospital).

Medical record is reviewed by a Kepro physician.

The beneficiary and provider (and plan if necessary) are notified of the decision.

# Appeals (continued)

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- **Financial liability**
  - Technical denials
  - Reconsiderations
- **Time frames**
  - Varies on type of setting
  - Medical records
  - Voicemails
- **Observation status**
- **Case Status Check**  
[www.keproqio.com/casestatus](http://www.keproqio.com/casestatus)



# Immediate Advocacy

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- **Process used to quickly resolve a complaint or concern about medical care or services**
  - Resolves complaints that are not appropriate for a medical record review
  - More satisfaction for all parties involved
  - Takes care of a complaint faster
- **Goal is to resolve in less than 8 hours and not more than 2 business days**
- **Examples**
  - Nurse is not answering my questions
  - I have not received the wheelchair my doctor ordered
  - Need a prescription refill but can't get an appointment to see my doctor

# Immediate Advocacy Process Overview

A Medicare beneficiary calls Kepro with concerns about her home health agency. Her physical therapy is being cut short from the allotted time.

Immediate Advocacy begins when the beneficiary gives verbal consent for Kepro to contact the home health agency about her concerns.

Kepro's social worker contacts the home health agency, and they agree to participate in the Immediate Advocacy process.

All parties talk and work towards a solution. It's determined a new physical therapist will take over treatments. All parties were satisfied with the Immediate Advocacy process.

# Immediate Advocacy: Real Life Example

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A Medicare patient's husband called Kepro with concerns about his wife's discharge from a skilled nursing facility (SNF). After a care conference with the surgeon, the participants decided the patient's husband was capable of taking care of his wife with the help of home health services. However, once his wife was home, he had questions. He called the BFCC-QIO to ask for help with understanding the plan of care and continued treatment options.

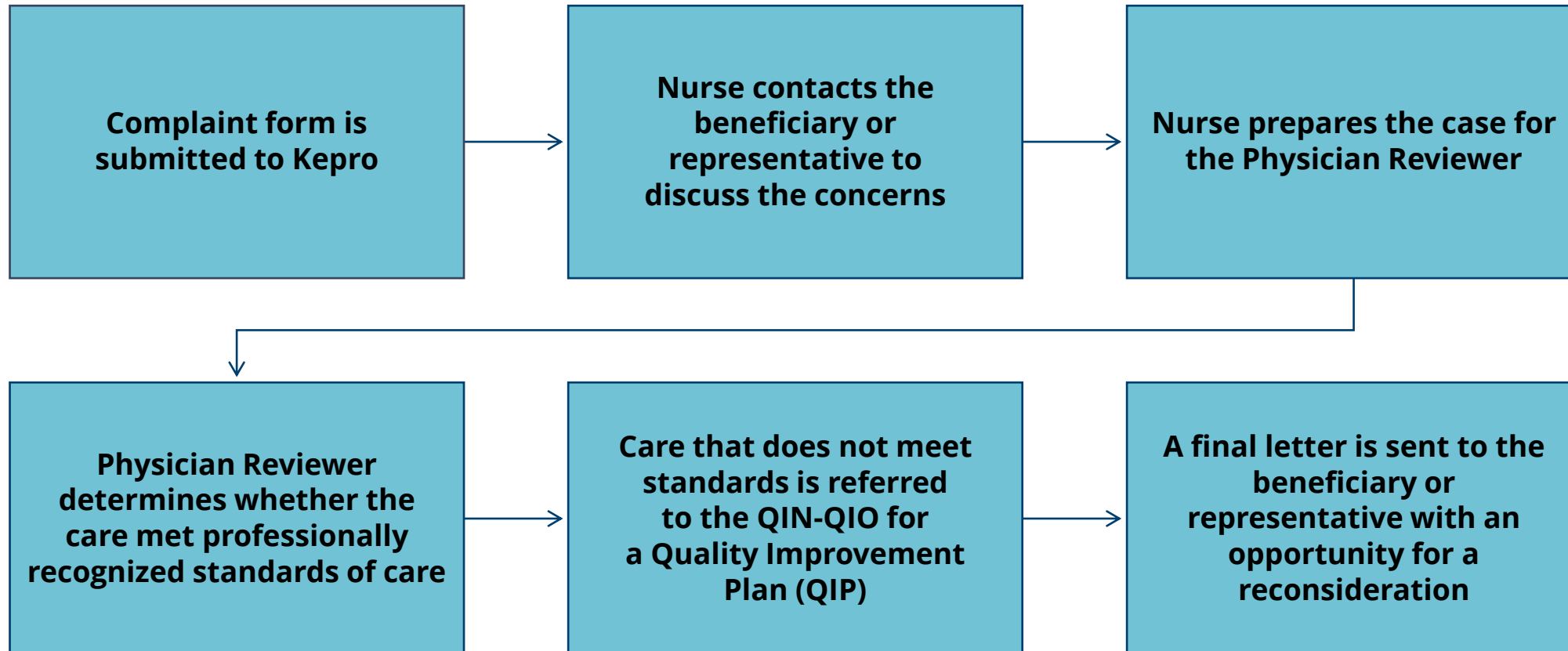
The clinical care coordinator (CCC) at Kepro worked with the SNF social worker to schedule a conference call with the home health agency, social worker, and the patient's husband. The meeting gave the patient's husband a chance to ask follow-up questions to help both him and his wife better understand the plan of care. Now, they were comfortable with the next steps for continued treatment. The CCC followed up with the patient's husband to reinforce his confidence going forward.

# Quality of Care Complaints

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- **Must be about quality of care (medical record review)**
  - Examples include wrong diagnosis or wrong treatment plan
- **Care must have occurred within the last three years and be covered under Medicare**
- **Important aspects about the process**
  - Encouraged to complete a CMS complaint form
  - Must be filed by a Medicare beneficiary or his or her representative
  - Findings not admissible in a lawsuit

# Quality of Care Complaint Process Overview



# Example of a Quality of Care Complaint

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A beneficiary went to the emergency department with a stroke. There was a delay in treatment, and the window for the proper medication was missed. The beneficiary ended up with worsening symptoms. The beneficiary felt that if the treatment had started sooner, the outcome would have been better.

*As a stakeholder, any issues that you may hear about such as this would be an appropriate referral to Kepro even if the patient has been discharged.*

# Kepro Hours

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- **Helpline Staff (your local time):**
  - Weekdays: 9 am - 5 pm
  - Weekends: 11 am - 3 pm
  - Holidays: 11 am - 3 pm
- **Voicemails may be left during other hours**
- **Translation services are available**



# Collaboration with Outreach Specialists

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**Outreach Specialists can provide value to your organization by sharing relevant information and updates via:**

- Joint presentations
- Quarterly staff trainings
- Webinars
- Conference calls
- Advisory boards



# Outreach Specialist Contact Information

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Outreach Specialist	Service Areas
Nancy Jobe 717-996-3225 NJobe@kepro.com	Alaska, Arkansas, Colorado, Idaho, Louisiana, Montana, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wyoming
Kia Weaver, MPH 717-996-3224 KiWeaver@kepro.com	Alabama, Connecticut, Georgia, Florida, Kentucky, Maine, Massachusetts, Mississippi, New Hampshire, North Carolina, South Carolina, Tennessee, Rhode Island, Vermont

# Summary

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- **Kepro provides services for people who have Medicare**
  - Hospital discharge and skilled service termination appeals
  - Quality of care complaints
  - Immediate Advocacy
- **Sign up for Kepro's email list to receive special bulletins and a quarterly newsletter**
  - [www.keproqio.com/email](http://www.keproqio.com/email)
- **Watch videos about Kepro services on YouTube [“Kepro BFCC-QIO”](#)**
- **Visit Kepro's website: [www.keproqio.com](http://www.keproqio.com)**



**35+ YEARS**

Experience as Quality Improvement Organization



**29 STATES**

In our service area



**3 CORE SERVICES**

Free services provided to people who are on Medicare

# Resources to Share Information with your Community

## Advocacy Resources include:

- News insert for your organization's communications (e.g., newsletters, emails)
- Medicare Rights posters
- Information cards that can be placed in a wallet

Visit our website for ideas you can use to educate your community:

[www.keproqio.com/advocacy](http://www.keproqio.com/advocacy)

## HOW CAN YOUR ORGANIZATION EDUCATE PEOPLE ABOUT THEIR MEDICARE RIGHTS?

### SHARE INFORMATION ON YOUR WEBSITE AND IN YOUR NEWSLETTERS

This is a news insert to use to share information about Medicare rights. Please copy and paste this information and share on your organization's website and in newsletters.

Quality Improvement Organizations | Kepto

September 2020

### Kepto's Services

Instructions: Thank you for sharing information about Medicare rights with the seniors (45 plus) in your community. This information is valuable to share on your organization's website (e.g., in the program or educational section, if you have one), in newsletters, and on bulletin boards.

Please copy and paste the information below to help inform seniors in your community about their Medicare rights. Information should be used **exactly** as it is written to maintain the meaning of the information.

There are two versions of the insert. Use version #1 (short version) when space is more limited and version #2 (long version) that includes more detail when space permits.

#### VERSION #1: SHORT VERSION

##### Learn about Your Medicare Rights

Did you know that there is an organization that helps to protect the rights of Medicare beneficiaries? Kepto is contracted by the Centers for Medicare & Medicaid Services (CMS), to help is free for people with Medicare. Kepto offers these services to help improve the quality of care and health outcomes for people with Medicare.

If you have Medicare, you can:

- 1. File a quality of care complaint about the quality of health care received from a Medicare provider.
- 2. File an appeal if you feel too sick to be discharged from a hospital or if you feel that skilled services are ending too soon (including a skilled nursing facility, home health services, or hospice).
- 3. Ask for assistance with an immediate problem by requesting Immediate Advocacy.

For more information about Kepto's services, please visit their website at: [www.keptoqio.com/kepto](http://www.keptoqio.com/kepto)

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Download News Insert

# Kepro's Contact Information

	<b>Region 1</b> CT, MA, ME, NH, RI, VT	<b>Region 4</b> AL, FL, GA, KY, MS, NC, SC, TN	<b>Region 6</b> AR, LA, NM, OK, TX	<b>Region 8</b> CO, MT, ND, SD, UT, WY	<b>Region 10</b> AK, ID, OR, WA
<b>Toll-free Telephone</b>	888-319-8452	888-317-0751	888-315-0636	888-317-0891	888-305-6759
<b>Local Telephone</b>	216-447-9604	813-280-8256	813-280-8256	216-447-9604	216-447-9604
<b>TTY</b>	711	711	711	711	711
<b>Toll-free Fax</b>	855-843-4776	855-843-4776	855-843-4776	855-843-4776	855-843-4776
<b>Mailing Address</b>	5201 West Kennedy Blvd. Suite 900 Tampa, FL 33609	5201 West Kennedy Blvd. Suite 900 Tampa, FL 33609	5201 West Kennedy Blvd. Suite 900 Tampa, FL 33609	5201 West Kennedy Blvd. Suite 900 Tampa, FL 33609	5201 West Kennedy Blvd. Suite 900 Tampa, FL 33609



# Questions & Answers

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# Contact Information

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**Your feedback on today's presentation is appreciated:**

<http://sgiz.mobi/s3/Outreach-Specialist-Presentations>

*CMS can adjust time frames and guidelines as necessary. For the most up-to-date information, please visit our website at [www.keproqio.com](http://www.keproqio.com).*



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