

June 13, 2014

RECEIVED JUN 16 2014

Ruth Gulyas, Executive Director
LeadingAge Oregon
7340 SW Hunziker, Suite 104
Tigard, OR 97223

Re: New QIO for case review

Dear Ms. Gulyas:

As of August 1, 2014, medical case review for the Medicare Quality Improvement Organization (QIO) Program will be performed by a new entity, a Beneficiary and Family Centered Care QIO (BFCC-QIO). This change is part of a larger shift in the QIO program to assign case review and quality improvement support to separate regional entities. A QIO cannot perform both kinds of work, and Acumentra Health chose to pursue the quality improvement work as part of a Quality Innovation Network QIO (QIN-QIO).

How will this affect Oregon providers and Medicare health plans?

Beginning August 1, 2014, Oregon providers and Medicare health plans will have a new point of contact for Medicare coverage and discharge appeals and for quality-of-care concerns: Maryland-based Livanta LLC, the BFCC-QIO for our region. **The following information will be effective August 1, 2014:**

Mailing address for hard-copy medical records:

BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, Maryland 20701

Toll-free phone number (includes appeals, quality-of-care concerns, and all other review):

Helpline calls: 1-877-588-1123

Fax lines:

Appeals fax line: 1-855-694-2929
All other reviews fax line: 1-844-420-6672

Providers must update the QIO contact information provided for beneficiaries in all copies of the "Important Message from Medicare" (hospitals only) as well as in the Notice of Medicare Non-Coverage (all providers). Medicare health plans must also update the Notice of Medicare Non-Coverage for their enrollees. **These documents must contain the new contact name and information on August 1, 2014.**

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Acumentra Health will also share contact information for providers, Medicare health plans and beneficiaries on our BFCC-QIO transition web page (www.acumentra.org/BFCC).

Acumentra Health will continue to perform clinical reviews, including Medicare appeal reviews, until July 30, 2014. Cases in progress will be transferred to Livanta LLC for completion.

Please incorporate this message into your member communications, such as newsletters or bulletins, and updates provided at meetings.

If you have specific questions, please contact Denise Phillips, Medicare Review Manager, at dphillips@acumentra.org or 503-382-3973.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Stacy D. Moritz". The signature is written in a cursive style with a large initial "S" and "M".

Stacy D. Moritz, RN, MBA
Director, Medicare Quality Services

SDM:sb