

CMS designates Livanta BFCC-QIO as Quality Improvement Organization for Wisconsin

The Centers for Medicare and Medicaid Services has notified Security Health Plan that they have updated the regional quality improvement organization (QIO) contractors who do case review work for beneficiary appeals and quality-of-care reviews.

Effective June 8, 2019, Livanta BFCC-QIO Program replaced KEPRO as the QIO for Region 5 including Wisconsin. Livanta is paid by Medicare to check on and help improve the quality of care for people with Medicare.

Your patients should contact Livanta in any of these situations:

- Your patient has a complaint about the quality of care received.
- Your patient thinks coverage for a hospital stay is ending too soon.
- Your patient thinks coverage for home health care, skilled nursing facility care or Comprehensive Outpatient Rehabilitation Facility (CORF) services are ending too soon.

Write or call:

Livanta BFCC-QIO

10820 Guilford Road, Suite 202

Annapolis Junction, MD 20701

1-888-524-9900, weekdays from 9 a.m. to 5 p.m. and weekends and holidays from 11 a.m. to 3 p.m. (TTY: 1-888-985-8775)

<https://www.livantaqio.com>

Security Health Plan has updated its Notice of Medicare Non-Coverage (NOMNC) forms for skilled nursing facility and home health providers to reflect the change to Livanta. These forms are available in the provider document library on our website at <https://www.securityhealth.org/providers>.