

## PROVIDER BULLETIN #2 SERVICE AREA 1

**January 29, 2015**

Beginning on August 1, 2014, Livanta LLC (Livanta) has been conducting all Medicare quality review cases, appeals, and complaints as the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for your state or territory. Livanta staff have enjoyed establishing relationships with you and other providers in your region.

This bulletin outlines several updates and includes important reminders for providers. You can visit the Livanta BFCC-QIO Area 1 website at [www.BFCCQIOArea1.com](http://www.BFCCQIOArea1.com) for even more information.

### **Check Your Case Status Online**

The Livanta QIO website gives providers the opportunity to check on case status by simply inputting the case number. Called Arrow, the system provides a snapshot of the current status of your case through easy-to-follow graphics and additional written details. Green arrows indicate completed steps. Gray arrows indicate steps that have yet to be completed. As the case progresses, steps are marked completed in real-time, and additional details on the case outcome and liability will display. Only high-level information is shared – no provider or patient information will be made available through the website.

Currently, Arrow can be used to check on the status of appeals and quality cases. To access Arrow, go to [www.BFCCQIOArea1.com/checkyourcase.html](http://www.BFCCQIOArea1.com/checkyourcase.html).

### **Frequently Asked Questions**

Livanta continues to share provider Frequently Asked Questions (FAQs) on the QIO website. Visit [www.BFCCQIOArea1.com/provider.html](http://www.BFCCQIOArea1.com/provider.html) to view the FAQs, which have been recently updated and categorized to make it easy for you to find the answers you need. A new category for HINN-related questions has also been added in response to provider needs.

### **Memorandum of Agreement**

Hospitals, critical access hospitals, home health agencies, and long-term care providers are required to sign a Memorandum of Agreement (MOA) with Livanta. If you are one of those provider types and have not yet submitted the MOA, please do so as soon as possible. We also encourage hospice and rehabilitation providers (CORFs) to sign an MOA, as well. You can download the MOA form at [www.BFCCQIOArea1.com/provider.html](http://www.BFCCQIOArea1.com/provider.html). Please contact Area 1 Communications Lead at [BFCCQIOArea1@livanta.com](mailto:BFCCQIOArea1@livanta.com) for MOA assistance.

If you have completed your MOA and have changes to your liaisons, please contact Laura Dugan or download the liaison designation form at [www.BFCCQIOArea1.com/provider.html](http://www.BFCCQIOArea1.com/provider.html).

### **Provider Contact Information**

Prior to the transition, Livanta received provider contact information from the Centers for Medicare & Medicaid Services (CMS). If you need to verify or update your contact information, please reach out to Area 1 Communications Lead at [BFCCQIOArea1@livanta.com](mailto:BFCCQIOArea1@livanta.com).

### **Livanta BFCC-QIO Contact Information**

Livanta's contact information for Area 1 is outlined below.

- Toll-free telephone number is 1-866-815-5440.
- TTY number is 1-866-868-2289.
- Fax number for Appeals is 1-855-236-2423.
- Fax number for all Other Reviews is 1-844-420-6671.
- The address for mailing hard-copy medical records\* is:  
BFCC-QIO Program, Area 1  
9090 Junction Drive, Suite 10  
Annapolis Junction, MD 20701

*\* Please note: Medical records for discharge appeals should be faxed. Do not mail appeal records to the Maryland address as this will delay the process.*

Please update all contact references, address books, and beneficiary forms to reflect contact information for the Livanta BFCC-QIO. Visit [www.cms.gov/BNI](http://www.cms.gov/BNI) for more information on forms, including access to Word and PDF versions of the forms.

If you have any questions or need additional information, please email Laura Dugan, Livanta's Area 1 Communications Lead, at [BFCCQIOArea1@livanta.com](mailto:BFCCQIOArea1@livanta.com).