

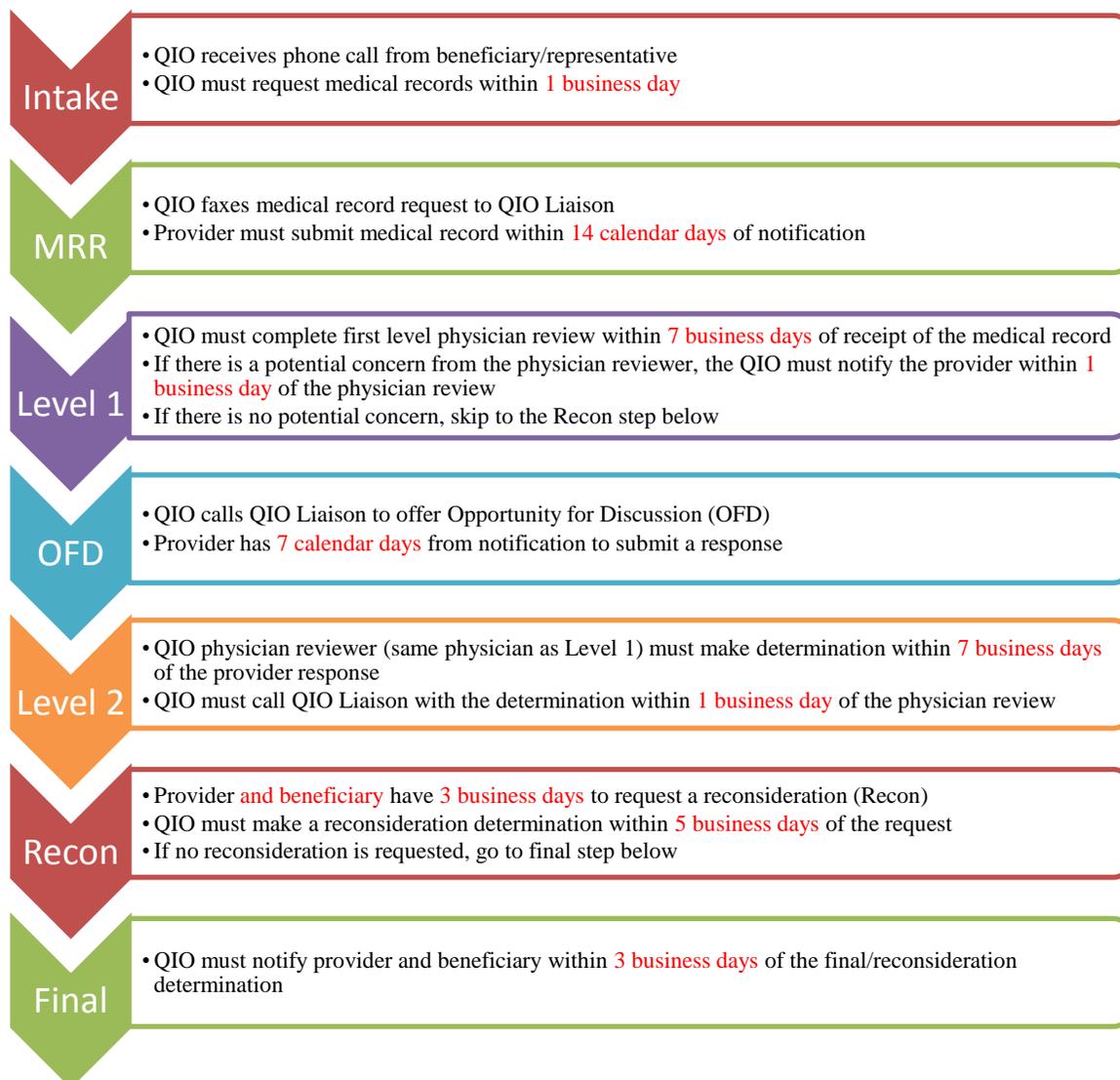
Quality of Care Review Update  
QIO Manual 100-10, Chapter 5 (Rev. 28, 10-21-16)

March 21, 2017

Dear Colleague,

The Centers for Medicare & Medicaid Services (CMS) recently instituted a major revision of Chapter 5 of the Quality Improvement Organization (QIO) manual, which covers Quality of Care (QOC) reviews. Below, please find an overview of the quality of care review process and some important points regarding timeliness, as well as rights that may impact your current procedures. Please note that this list is not comprehensive. For a complete copy of the chapter, please visit the CMS [website](#).

**CMS QIO Manual Chapter 5 Case Review Flow Chart and Highlighted Changes**



## CMS QIO Manual Chapter 5 Updates

### **1. Medical Record Requests Fourteen (14) Calendar Days (Section 5110.2)**

- a. The QIO (Livanta) will request the medical information within one (1) business day after receiving the referral or identifying a potential quality of care concern.
- b. If the medical information is not received from the practitioner and/or provider by calendar day fourteen (14) or other date the QIO designates, the QIO will notify the practitioner and/or provider of potential for denial of the applicable claim(s) under 42 CFR §476.90.
- c. Livanta may contact either/both the Medical Records Department or the QIO liaison based on contacts established in the mandatory Memorandum of Agreement (MOA) between the provider and Livanta. For more information regarding the MOA, please see <http://livantaqio.com>.

### **2. Opportunity for Discussion Seven (7) Calendar Days (Section 5055.1)**

- a. In those situations where the peer reviewer determines that the quality of services does not meet professionally recognized standards of care, the QIO must make the effort to contact the practitioner/provider by telephone to discuss the interim initial determination.
- b. The timeframe for obtaining a response from the practitioner and/or provider shall not extend beyond seven (7) calendar days from the date the offer was originally made.

### **3. Initial Determination Letter and Reconsideration Request Three (3) Calendar Days (Section 5115.4)**

- a. The provider may request a reconsideration of the QIO's initial determination regarding quality of care issues.
- b. There is a three (3) day window to request a reconsideration on the initial determination letter on the part of the provider. If the practitioner and/or provider does not request reconsideration by phone or in writing within three (3) calendar days, then the practitioner and/or provider may not be granted a request for reconsideration.
- c. The QIO's final decision shall be issued to the provider no later than five (5) calendar days after the request for reconsideration, or if later, five (5) calendar days after receiving any medical or other records needed for the reconsideration.

### **4. Reconsideration Requests from the Beneficiary (Section 5060)**

- a. Beneficiaries are now granted the right to a reconsideration of Livanta's findings on QOC reviews.
- b. Even if no verifiable quality of care concerns were identified, the beneficiary may request reconsideration of the case. As a result, you may receive further correspondence from Livanta regarding a case.

<b>Provider Responsibility</b>	<b>Original Chapter 5 Manual</b>	<b>Updated Chapter 5 Manual Effective as of 2/6/17</b>
<b>Medical Record Submission</b>	30 calendar days	14 calendar days
<b>Opportunity for Discussion</b>	20 calendar days	7 calendar days
<b>Initial Determination</b>	30 calendar days	3 calendar days
<b>Request for Reconsideration</b>	Only provider or practitioner could request	Provider, practitioner, and beneficiary can request

This information is provided so that healthcare providers may update their internal procedures. If you have any questions regarding the material presented in this bulletin, Livanta representatives can assist you. To submit a question regarding this bulletin or to speak with a member of Livanta's Communications Team, please email us at [communications@livanta.com](mailto:communications@livanta.com).

Best Regards,

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