

New Medicare BFCC-QIO Announcement

May 13, 2019

Dear Colleague,

I would like to take this opportunity to welcome you to the next contract cycle of Medicare's BFCC-QIO Program. Livanta was recently named as the BFCC-QIO for Medicare Regions 2, 3, 5, 7 and 9. Our team is excited to begin working with you beginning June 8, 2019.

This document is a Livanta Provider Bulletin. These publications help disseminate critical information from CMS and other federal agencies to you and other Medicare participants. We regularly publish Provider Bulletins, so you should expect to see more in the future including one relating to the Memorandum of Agreement (MOA) between your facility and Livanta.

All cases currently under review by KEPRO will either be completed by June 7 or transferred to Livanta for completion. All timelines specified by Medicare regulations will be met. It is critical at this time that you complete the following items:

- Disseminate this bulletin to mailroom staff, medical records staff, care transitions staff, quality staff and any other critical personnel in your facility to ensure a smooth transition.
- Please remove all references to KEPRO in your publications by June 8, 2019.
- Beginning with notices issued on June 8, 2019, update all Medicare Beneficiary Notices with Livanta's Helpline information.
 - Notices should be updated with the appropriate phone numbers from the table below. Affected notices include: HINN, NOMNC, DENC, and IM forms. For more information please visit the CMS BNI website here: <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/index.html>.

Effective June 8, 2019, Medicare Beneficiary Notices should be updated to:

Region 2 (NY, NJ, PR, VI): Livanta LLC 1-866-815-5440, TTY 1-866-868-2289

Region 3 (PA, MD, DE, DC, VA, WV): Livanta LLC 1-888-396-4646, TTY 1-888-985-2660

Region 5 (OH, IN, IL, MI, MN, WI): Livanta LLC 1-888-524-9900, TTY 1-888-985-8775

Region 7 (IA, MO, KS, NE): Livanta LLC 1-888-755-5580, TTY 1-888-985-9295

Region 9 (CA, AZ, NV, HI, GU, CN, AS): Livanta LLC 1-877-588-1123, TTY 1-855-887-6668

You should expect another bulletin from Livanta, along with an email regarding completion of a new MOA. If you have any questions about the upcoming transition, please feel free to contact us directly at communications@livanta.com.

Best regards,

Jennifer Bitterman,
Director, Communications
www.livantaqio.com

