



Office of Clinical Standards and Quality

MAR 23 2012

Dear Medicare Quality Improvement Partners:

The Centers for Medicare & Medicaid Services (CMS) would like to provide an update on the Beneficiary and Family Centered Care (BFCC) Aim of the Quality Improvement Organization (QIO) program. On August 1, 2011 with the start of the 10th QIO Statement of Work (SoW), CMS implemented a nationally-centralized intake of beneficiaries' quality-of-care complaints. The vision was to use a centralized data repository for all case review activities to allow CMS and the QIOs to track, monitor and evaluate data to identify opportunities to improve the quality of care and services for Medicare beneficiaries. Another CMS goal was to evaluate the efficiency and effectiveness of the case review process, provide new functionalities that promote electronic medical record exchange, and allow CMS and QIO users to perform quality data pattern analysis.

Beginning February 6, 2012, intake of beneficiaries' quality-of-care complaints was returned to the state-based QIOs. The case review system that had been developed to support this new model was not able to efficiently and effectively handle the case review volume and centralized intake. As a result, the state-based QIOs will process all case review activities using the previously-established case review system throughout the remainder of the SoW.

Reverting to the previous case review system will not discourage us from achieving our goal for a centralized intake system. CMS is firmly committed to its 10th SOW vision to implement a system that promotes electronic medical record exchange, and is efficient and data driven.

We appreciate your commitment to quality improvement and cooperation with your local QIO, CMS, and others to progress towards a health care system that provides better care and better health while lowering costs. If you have any questions regarding QIO medical record requests, you should contact your state-based QIO. If you have questions regarding the Beneficiary and Family Centered Care program, please contact Jeneen Iwugo at (410) 786-1028 or Jeneen.Iwugo@cms.hhs.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Jean D. Moody-Williams". The signature is written in a cursive, flowing style.

Jean D. Moody-Williams, RN, MPP
Director, Quality Improvement Group