

# New BFCC-QIO Mailing Address and Reminders

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October 1, 2024

Dear Colleague,

We are pleased to announce an important update for the provider community and others who rely on Livanta's services as a Medicare Beneficiary and Family Centered Care - Quality Improvement Organization (BFCC-QIO). This bulletin instructs hospitals nationwide about Livanta's new BFCC-QIO mailing address. This bulletin includes other helpful reminders.

Please read this bulletin in its entirety and update your organization's systems and policies accordingly. Topics include the following items.

## **New BFCC-QIO Mailing Address**

## **Reminders**

## **Stay in Touch**

Livanta remains committed to delivering high-quality customer service to the provider community. Please be sure to share this information with others in your organization.

Best regards,

The Livanta BFCC-QIO Claim Review Team

This material was prepared by Livanta LLC, the Medicare Beneficiary and Family Centered Care -Quality Improvement Organization (BFCC-QIO) under national contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy and are intended for educational purposes only. 12-SOW-MD-2024-QIOBFCC-TO347



## New BFCC-QIO Mailing Address

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Effective October 7, 2024, Livanta's mailing address for BFCC-QIO correspondence is changing. Please note the following new address for U.S. postal mail:

BFCC-QIO Program  
Livanta LLC  
P.O. Box 2687  
Virginia Beach, Virginia 23450

## Reminders

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### Electronic Submission of Medical Records to the BFCC-QIO

As of October 1, 2020, Medicare-certified healthcare providers are required to transmit medical records electronically to the BFCC-QIO. Providers may use any approved method, including Direct Secure Messaging (DSM) and Livanta's electronic file transfer system (e-LiFT). For more information please see:

[https://www.livantaqio.cms.gov/en/ClaimReview/Medical\\_Records/e-lift.html](https://www.livantaqio.cms.gov/en/ClaimReview/Medical_Records/e-lift.html)

### Livanta's BFCC-QIO Website URL

Last fall, Livanta's BFCC-QIO website transitioned to the CMS.gov domain. For a period of time, website users who visited Livanta's previous website were automatically redirected to the new dot gov domain. Going forward, this auto-redirect will end. Please bookmark the new URL to stay up to date with Livanta.

<https://www.livantaqio.cms.gov/en/ClaimReview/index.html>

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### e-MOA

Livanta's BFCC-QIO website allows healthcare providers such as hospitals, hospices, home health agencies, skilled nursing facilities, and comprehensive outpatient rehabilitation facilities to sign a new memorandum of agreement (MOA) online or update their MOA points of contact. ***Executing an MOA with the BFCC-QIO is a requirement in the Code of Federal Regulations.*** <https://www.livantaqio.cms.gov/en/ClaimReview/MOA/moa.html>

## Arrow Case Tracking

Livanta's website can also be used to track the status of a claim review through Livanta's BFCC-QIO website. Arrow does not require login or passwords. Only the Livanta QIO ID number is needed to view the current status of a claim review. No patient information is displayed when using Arrow.

[https://www.livantaqio.cms.gov/en/ClaimReview/Provider/case\\_lookup.html](https://www.livantaqio.cms.gov/en/ClaimReview/Provider/case_lookup.html)

## Stay in Touch

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Connect with Livanta and be sure to subscribe to our publications to remain up to date on news and information regarding the BFCC-QIO Program.

**Request** provider education for claim review activities. To learn more or schedule a training session, please email [ClaimReview@Livanta.com](mailto:ClaimReview@Livanta.com).

### Access Online Educational Materials

Access the Claim Review Services Provider Education and Toolkit here:

[https://www.livantaqio.cms.gov/en/ClaimReview/Provider/provider\\_education.html](https://www.livantaqio.cms.gov/en/ClaimReview/Provider/provider_education.html)

**Subscribe** to the publications below by clicking here:

<https://www.LivantaQIO.cms.gov/en/About/Publications>

- Livanta's provider bulletins
- Livanta *Claims Review Advisor*, a monthly journal of best practices and supplemental education on Short Stay Reviews and Higher Weighted DRG Reviews

