

Welcome to Livanta, the BFCC-QIO for New Hampshire

The Livanta Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) handles all Medicare beneficiary complaints, quality of care reviews, medical necessity reviews, and discharge appeals from hospitals, skilled nursing facilities, home health and hospice providers, and rehabilitation facilities.

Medicare patients have certain rights and protections, and Livanta is here to help.

Livanta BFCC-QIO HelpLine:

1-866-815-5440

Translation services are available

Please have the following information when calling:

- Medicare card & number
- Date of birth
- Address and phone number
- Dates of service
- Provider contact information

Livanta is Your QIO for Case Review

Appeals

- An appeal can be filed if you think your Medicare services are ending too soon. For example, you are told the nursing home is discharging you, but you do not feel healthy enough to leave.
- If you wish to file an appeal, call Livanta at 1-866-815-5440.

Complaints

- A complaint relates to a concern about the quality of care or other services you get from a Medicare provider. For example, you developed a hospital-acquired infection and did not receive treatment.
- If you wish to file a complaint, call Livanta at 1-866-815-5440.
- You will need to complete a Medicare Quality of Complaint Form found at: www.bfccqioarea1.com/states/nh.html.

You may mail the form to: BFCC-QIO Program, Area 1
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1105

- Hours for Complaints: Monday - Friday: 9:00 a.m. - 5:00 p.m. (local time)
Hours for Appeals: Monday - Friday: 9:00 a.m. - 5:00 p.m. (local time)
Weekends - Holidays: 11:00 a.m. - 3:00 p.m. (local time)
24 hour voicemail service is available

HelpLine: 1-866-815-5440

TTY: 1-866-868-2289

Website: www.BFCCQIOArea1.com

Appeals Fax: 1-855-236-2423

Quality Fax: 1-844-420-6671

Livanta is here to help!

Medicare Quality HelpLine App

Livanta developed a SmartPhone application to help you or a loved one file a quality of care complaint.

- Connects callers directly to a nurse.
- Available at no cost to you from one of the following:
 - Google Play Store (Android)
 - iTunes App Store (iOS)Scan the QR code for direct access. (Message & data rates may apply.)



Check Case Status Online with *Arrow*

You can check the status of your appeal or quality of care concern by visiting the website at www.bfccqioarea1.com, and clicking on "Check Case Status."

- Enter the case number to receive an up-to-the-minute snapshot of the case status.
- Colored arrows indicate completed steps. Gray arrows indicate steps that have yet to be completed.
- Stay informed and take an active role in your health.

Billing

- Livanta does not handle Medicare claims or billing issues.
- If you have questions regarding your bill, please call 1-800-MEDICARE.