KEPRO is a federal contractor for the Centers for Medicare & Medicaid Services (CMS)
KEPRO is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) in CMS Areas 2, 3, and 4
Each state also has a Quality Innovation Network Quality Improvement Organization (QIN-QIO), which can be found at: www.tiny.cc/QINmap
Livanta is the BFCC-QIO for CMS Areas 1 and 5

** Beneficiaries calling for Immediate Advocacy should choose option 1 on the first prompt followed by option 2 to be connected to the beneficiary complaint department.
Discharge Appeals and Service Terminations
- Beneficiary Complaints
- Immediate Advocacy (IA)
- Patient Navigation

**KEPRO’s services are available for Medicare Advantage beneficiaries and those with Medicare as a secondary. Patient Navigation is only offered to Fee-for-Service beneficiaries.**

**KEPRO’s Services for Medicare Beneficiaries**

**Person and Family Engagement (PFE)**

**Philosophy**
- Person-Centered Care

**Outcome**
- Patient Experience

**Approach**
- Person and Family Engagement

**What is PFE?**

- A collaborative, proactive communication and partnered decision making between healthcare providers, beneficiaries and families
- Why?
  - Help reduce readmissions
  - Make care safer
  - Improve care transitions
KEPRO’s Role

- One of two Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs)
- Educate beneficiaries, families, providers, and stakeholders on the QIO process and programs, including Immediate Advocacy and Patient Navigation
- Overall goal – beneficiaries, families, and caregivers will have a better understanding of the QIO’s role and their health needs, so that they are better prepared when talking to medical professionals

PFE Projects

- Project 1 – Always Events
- Project 2 – Immediate Advocacy
- Project 3 – Provider Partnership
- Project 4 – QIN-QIO Collaboration
- Project 5 – Promoting Beneficiary Engagement
- Project 6 – Patient Navigation

PFE Performance Goals

- Increase % of:
  - Immediate Advocacy cases
  - Beneficiaries who agree to participate in satisfaction survey from both Quality of Care and Appeal/Review cases
  - Beneficiary satisfaction survey scores for both Quality of Care and Appeal/Review cases
- Decrease % of confirmed concerns in:
  - Discharge planning
  - Care coordination
  - Patient safety
PFE Values

- How will KEPRO assist beneficiaries and families?
  - Review Process Clarification
  - Immediate Advocacy
  - Patient Navigation

PFE Values

- Review Process Clarification
  - Make sure patients know what to do and what to expect next
  - Provide Immediate Advocacy in cases that need additional assistance
  - More realistic expectations about the process from beneficiaries and families

PFE Values

- Immediate Advocacy
  - Increase use of this process
  - Greater patient satisfaction
  - Quicker time frame
A Medicare beneficiary contacted the BFCC-QIO with concerns that his insurance plan was not providing coverage for a needed eye exam. The beneficiary had seen his primary care physician (PCP) and explained that his right eye was blurry. The PCP thought he might have a cataract and referred him to an eye doctor for a consultation. The eye doctor’s office stated that the insurance would not cover the visit.

The Intake Specialist arranged a conference call with the beneficiary and the insurance provider’s representative. The representative stated that the eye doctor that he contacted was not a preferred provider. She provided the beneficiary with the name of another provider and also contacted that provider to ensure that the office took the plan. After the beneficiary received the new provider’s information, he stated that he would get a new referral from his PCP’s office. The beneficiary was pleased with the intervention by the BFCC-QIO.

Immediate Advocacy: Example

PFE Values

- Patient Navigation
  - Assist patients navigating the healthcare system
  - Decrease hospital readmissions
  - Educate about chronic illnesses

Patient Navigation

- 1-on-1 relationship to:
  - Improve coordination of care
  - Increase beneficiary satisfaction
  - Improve outcomes
  - Encourage beneficiary to play a pivotal role in planning and delivering services
  - Facilitate communication between beneficiaries and their providers
  - Eliminate barriers to care
Patient Navigation: Example

In this example of Patient Navigation, a Medicare beneficiary was hospitalized with a collapsed lung, weakness, and weight loss issues. The beneficiary’s daughter filed an appeal, as she felt her mother was not ready for discharge. When the appeal was not found in her favor, she requested that her mother be placed in KEPRO’s Patient Navigation program. Per the daughter, the beneficiary was compliant with all of her prescribed medications and had no mental health issues. Her daughter was her main support system.

The Patient Navigator assisted the daughter in contacting her local agency for older adults. The Patient Navigator also set up a medical alert since the beneficiary lived alone. Meals on Wheels was put in place due to the weight loss issues. Because of the help through the Patient Navigation program, the beneficiary was able to remain in her home with the assistance of the agency for older adults and the medical alert. She did not need to return to the hospital or the emergency room while in the Patient Navigation program. The beneficiary was discharged from the program after 35 days. The daughter expressed gratitude for the added assistance.

www.keproqio.com/pfe/PatientNavigation

Resources

- KEPRO website
- Newsletters
- PFE webpage
  - PFE beneficiary resource center
  - PFE provider resource center
Summary

- KEPRO provides PFE services for beneficiaries:
  - Immediate Advocacy
  - Patient Navigation
- PFE encourages a partnership between providers, beneficiaries, and families to co-create health and wellness goals

Summary

- PFE provides proactive communication and partnered decision making between healthcare providers, beneficiaries, and families
- Why?
  - Help reduce readmissions
  - Make care safer
  - Improve care transitions
- For more information, visit [www.keproqio.com](http://www.keproqio.com)
- To subscribe to KEPRO’s newsletter, visit [www.keproqio.com/bene/newsletter.aspx](http://www.keproqio.com/bene/newsletter.aspx)
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Your feedback on today's presentation is appreciated: www.tiny.cc/BFCCoutreach

The information presented by KEPRO is conditionally effective through July 2019. However, the Centers for Medicare & Medicaid Services can adjust time frames and guidelines as necessary. For the most up-to-date information, please visit our website at www.keproqio.com.