



Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES





Overview

Domain

Healthcare

Time

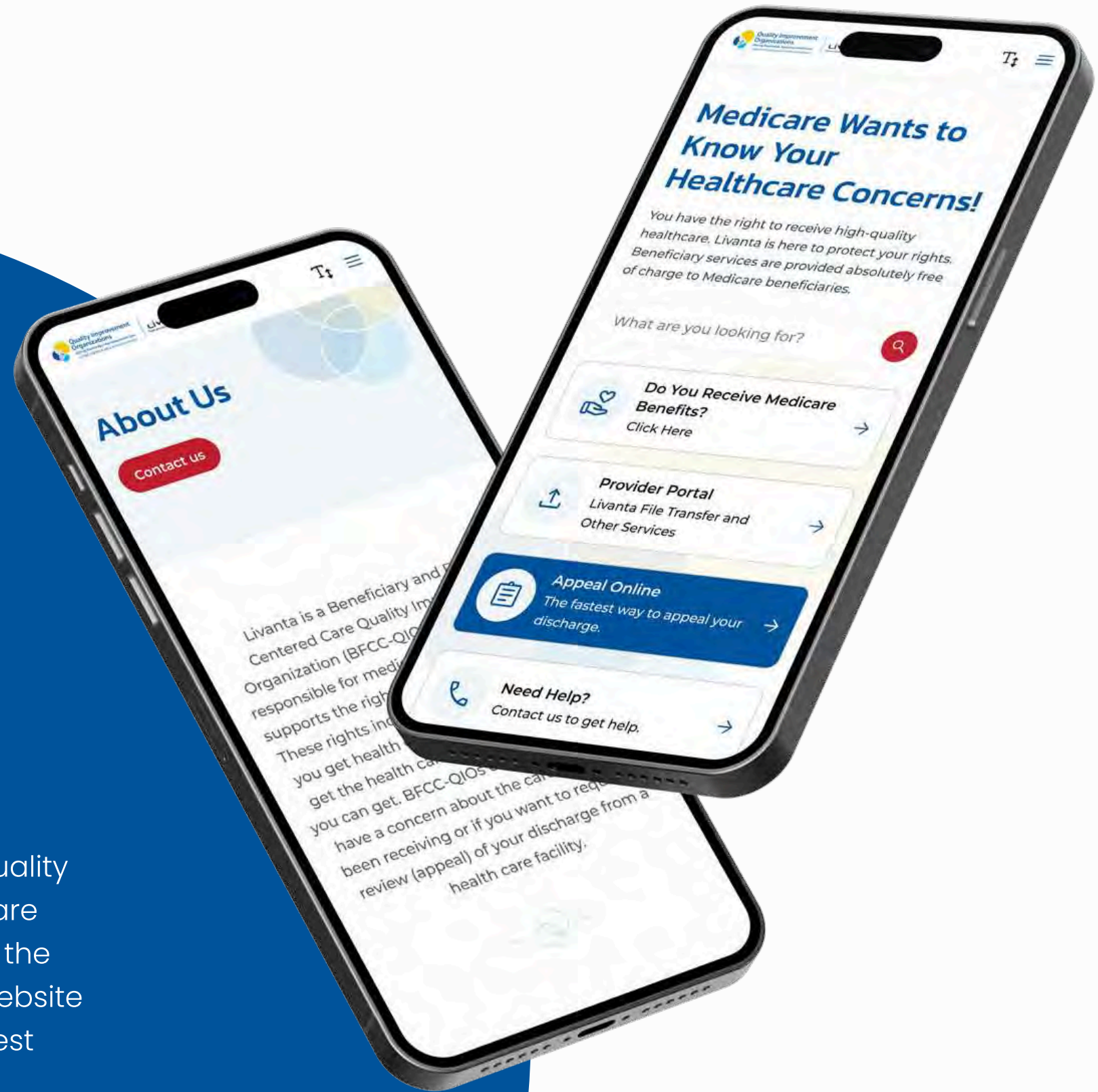
2024

Role

UI/UX Designer

The Client

Livanta is a Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO). BFCC-QIOs are responsible for medical case review, which supports the rights of people on Medicare. They want to give its website a fresh, modern look and feel that aligns with the latest digital trends.



Before



New style

TYPOGRAPHY

Kanit

Regular
Semibold

Montserrat

Regular
Semibold

COLOR



Red
#BF1E2E

Blue
#00549B

Cyan
#11B5E9

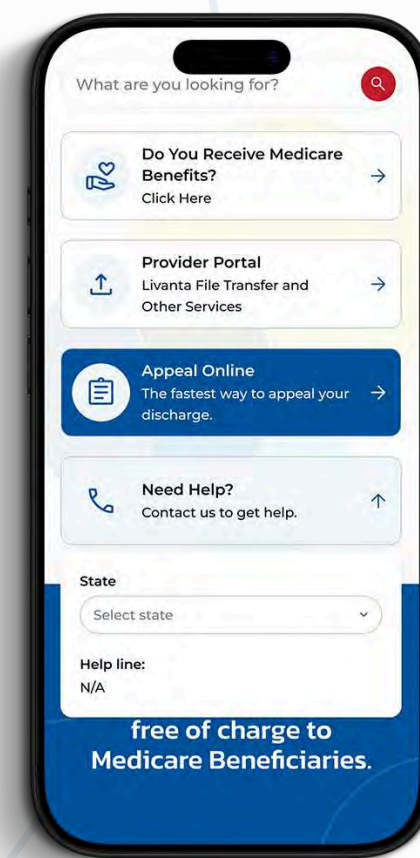
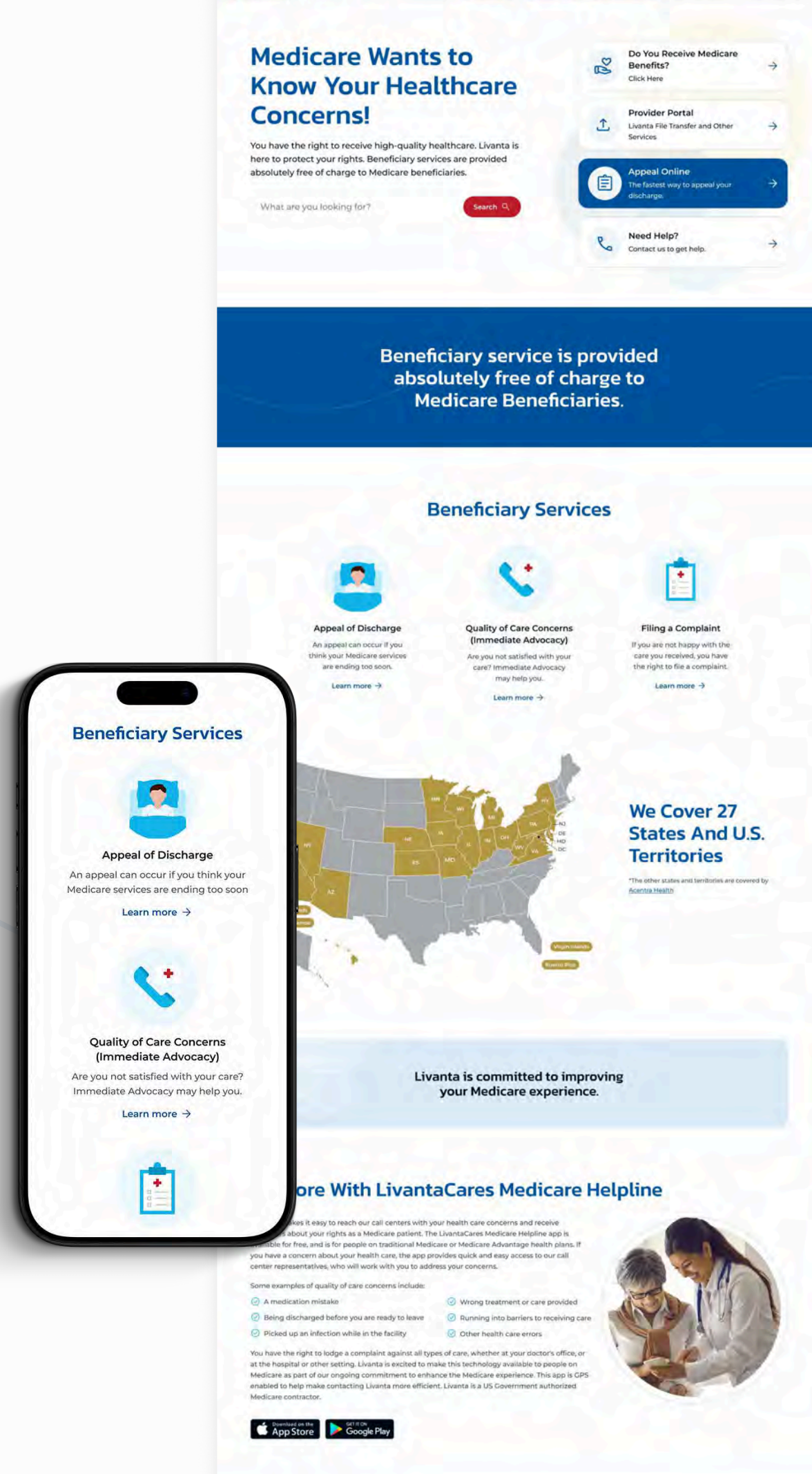
Yellow
#FOCB00



Black
#000D16

Grey
#555C62

Light grey
#F4F6F7



Home page

The homepage serves as a central hub, offering easy access to essential information. It features an interactive map that allows users to click on specific states to view contact information.

About Us

Contact us

Livanta is a Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO). BFCC-QIOs are responsible for medical case review, which supports the rights of people on Medicare. These rights include protecting you when you get health care and making sure you get the health care services the law says you can get. BFCC-QIOs can help you if you have a concern about the care you have been receiving or if you want to request a review (appeal) of your discharge from a health care facility.

Read More About BFCC-QIO

What is the role of the BFCC-QIO?

BFCC-QIOs are responsible for medical case review, which supports the rights of people on Medicare. These rights include protecting you when you get health care and making sure you get the health care services the law says you can get. BFCC-QIOs can help you if you have a concern about the care you have been receiving or if you want to request a review (appeal) of your discharge from a health care facility.

BFCC-QIOs also review all medical records received to make sure that the care you received was reasonable, necessary, and provided in the most appropriate setting.

In addition, every month, the BFCC-QIO reviews the medical records for hospital stays where the hospital made an update to the coding of the patient's diagnoses and any procedures performed after an original submission of the coding to Medicare. This coding determines how much Medicare pays the hospital for the care given. A hospital may need to edit its coding for a variety of appropriate reasons, such as when the hospital identifies an omission or error. The BFCC-QIO confirms that the change to the coding accurately reflects the care described in the medical record, helping to make sure that Medicare is only paying the appropriate amount.

For more information, review this flyer about Supporting Medicare Beneficiaries with Timely Patient-Centered Care, or visit the QIO Program website (Note: This is a link to a website outside of LivantaQIO. Livanta bears no responsibility for the accuracy, legality, safety, or content of the external site or for links on the external site).

What is Livanta's role as

What other reviews does

Is Livanta the only BFCC-

Are there QIOs that work improvement?

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Linda K. Daily
PMP
Director, Data Analysis

Cathy Jackson
Intake and Appeals Director

Our Team

About Us

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About

The About page provides an overview of the organization, offering insights into the company and the team. Users can explore the company's reports, publications, and contact information, as well as access valuable toolkits. This helps users to learn more about the organization and connect with them.

Social Media Toolkits

Campaign

Publications

Sign Up For Livanta's Publications

Annual Reports

Time Period

Contact Information

Frequently Asked Questions



Beneficiary

The Beneficiary landing page offers clear information on appealing discharge, filing complaints, and addressing quality of care concerns. This empowers users to navigate complex healthcare scenarios and advocate for their rights.



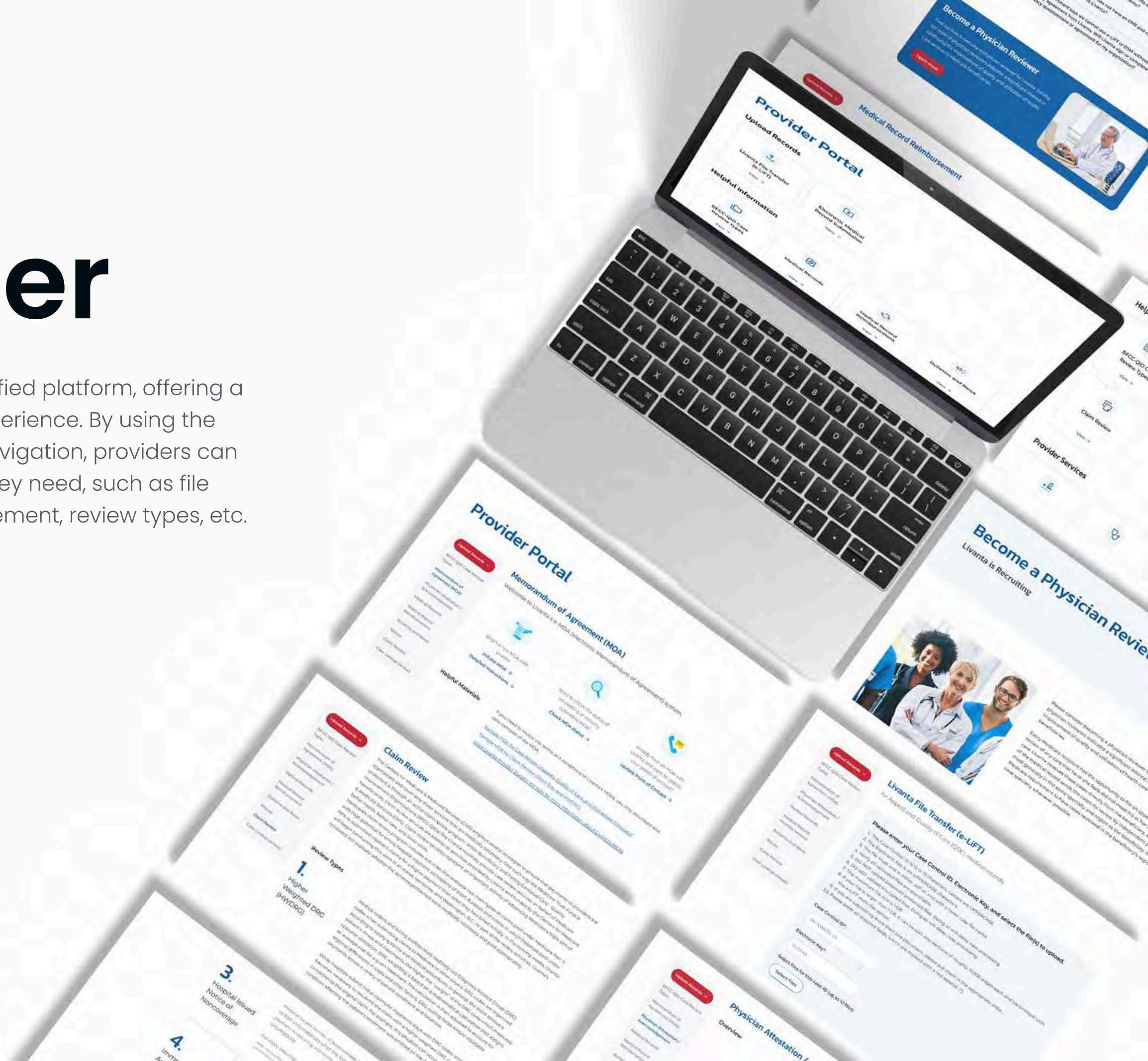
Advocate

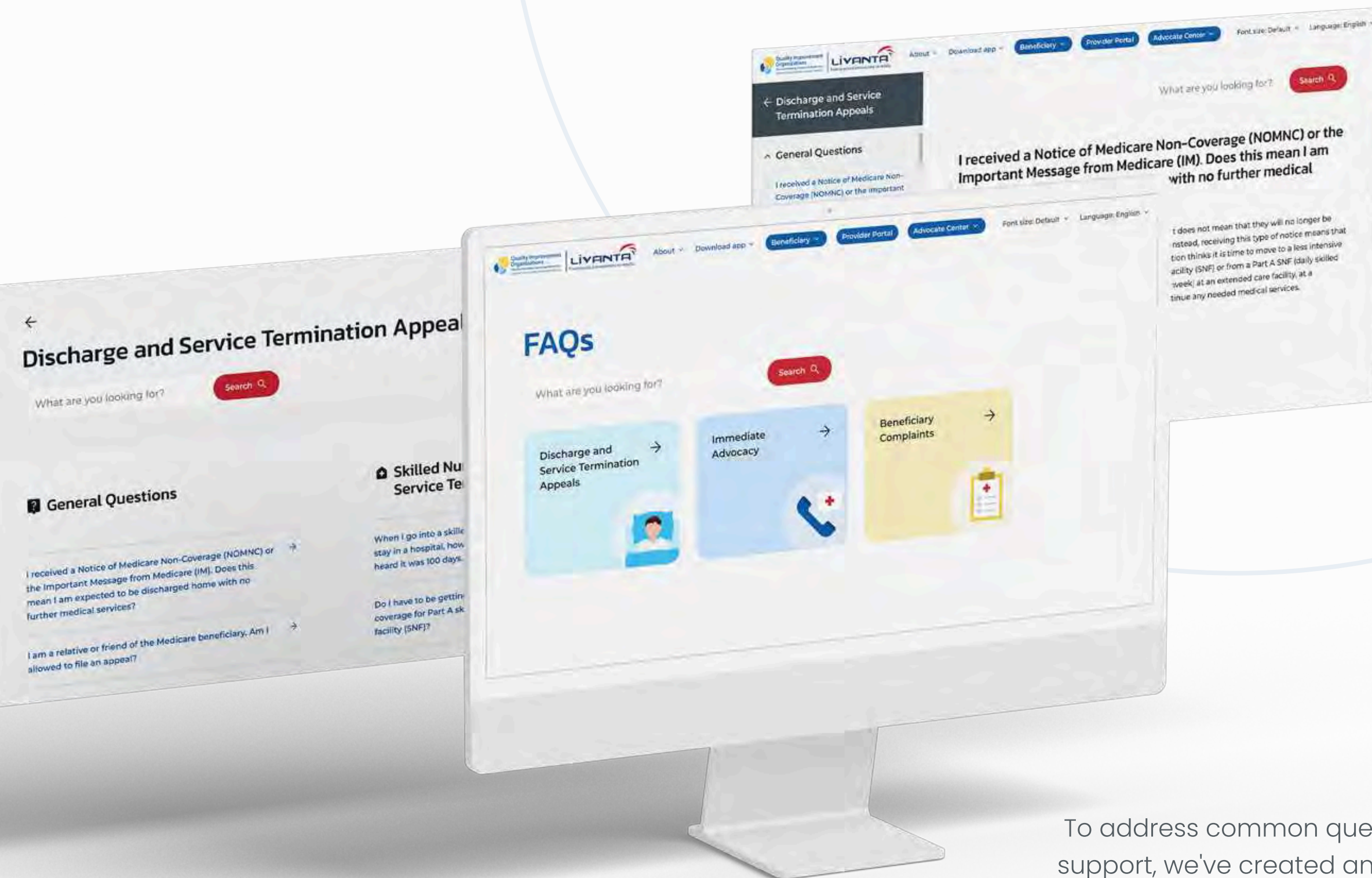
Partnership opportunities, live education sessions, and valuable resources are provided to advocates through the Advocate Center. This empowers advocates to stay informed and enhance their skills.



Provider

The Provider Portal acts as a unified platform, offering a consistent and user-friendly experience. By using the same template and left-side navigation, providers can easily access the information they need, such as file transfer, memorandum of agreement, review types, etc.

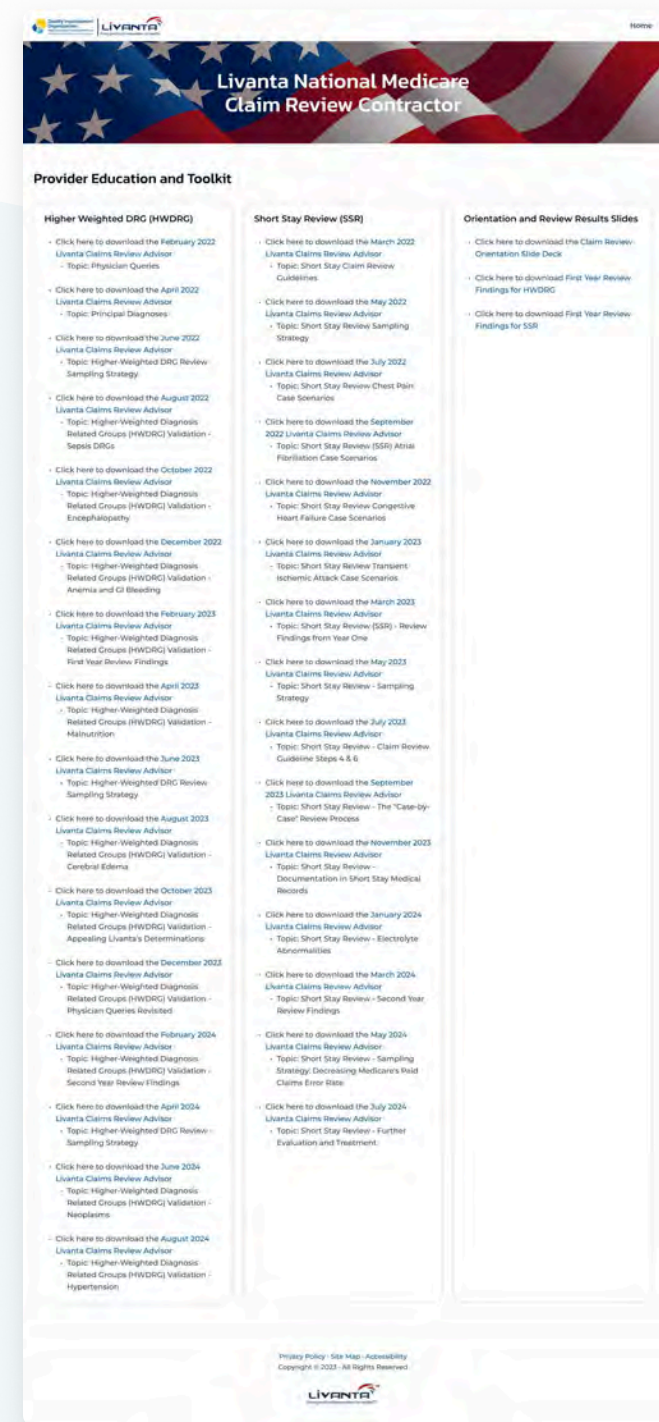
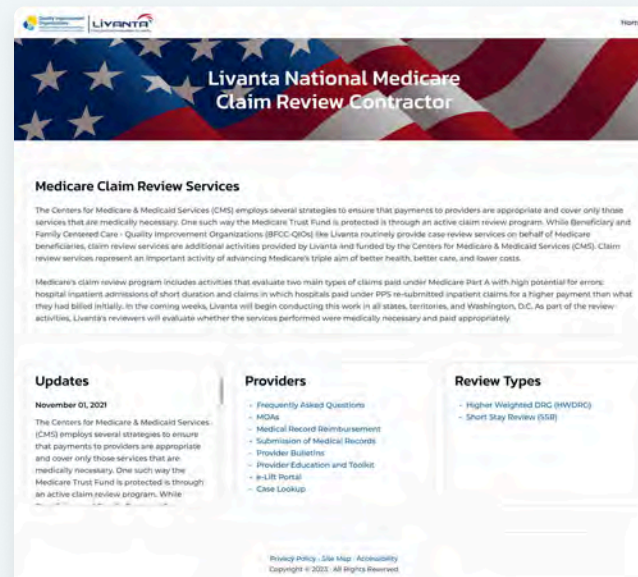
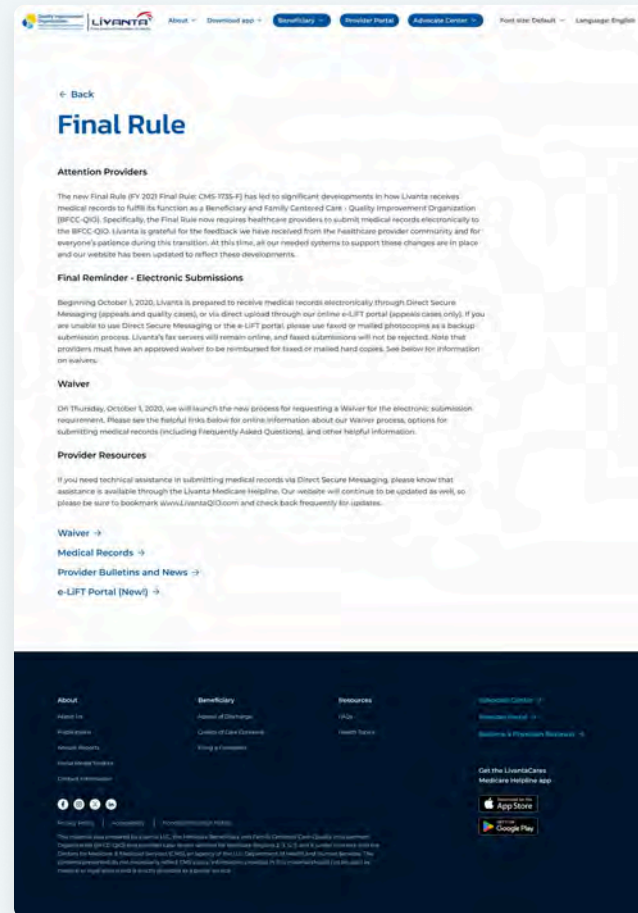
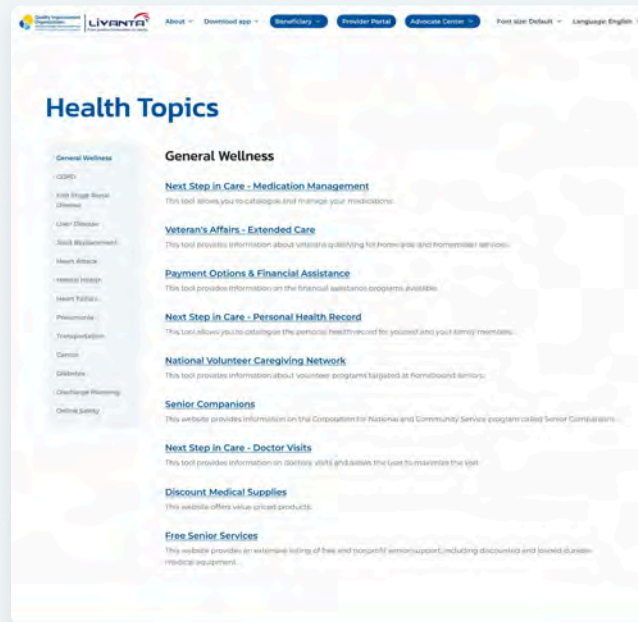
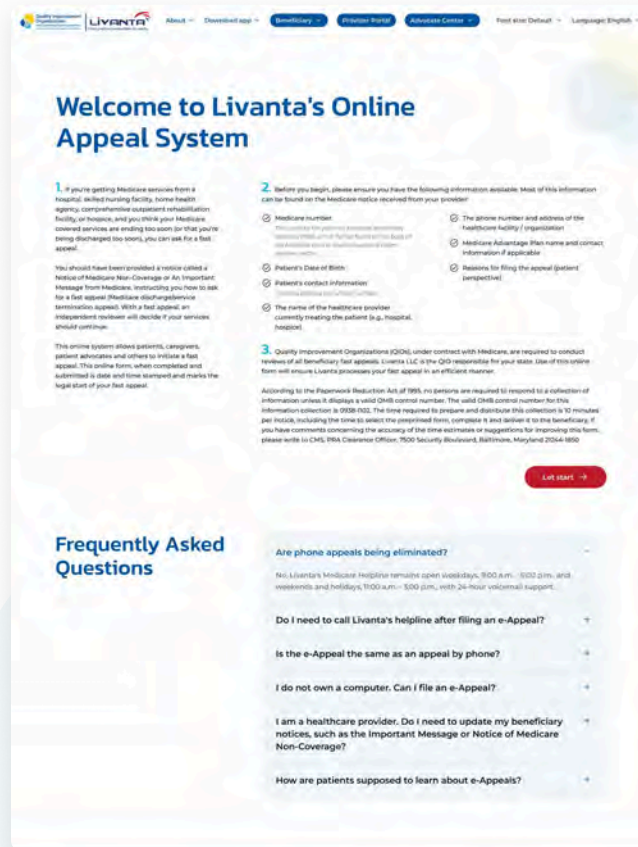




FAQs

To address common questions and provide additional support, we've created an FAQs page, allowing users to search for answers or browse through categorized topics. This empowers users to find solutions independently, enhancing their overall experience.

Other pages





Mobile

Thank you