

# Beneficiary and Family Centered Care National Coordinating Center Initiatives

## Educational Resources

Overview 



(<https://twitter.com/BeneProtection>)

One way the Beneficiary and Family Centered Care National Coordinating Center (<http://qioprogram.org/beneficiary-and-family-centered-care-national-coordinating-center-initiatives>) (BFCC-NCC) supports the work of BFCC Quality Improvement Organizations (<http://qioprogram.org/about/what-are-qios>) (BFCC-QIOs) is by contacting national organizations that serve people with Medicare and provide them with information about free BFCC-QIO services.

The BFCC-NCC meets with national organizations by conference calls and webinars to provide presentations and informational materials that give an overview of the following Medicare rights and services: quality of care complaints, discharge appeals, and Immediate Advocacy.

## Educational Resources

The following materials and resources are available to help organizations communicate this important information to people who have Medicare and their representatives, families, and caregivers.

**Presentation.** This presentation focuses on the benefits and rights available for people with Medicare to ensure they receive high quality, safe care. The presentation includes information about filing quality of care complaints and discharge appeals, as well as requesting Immediate Advocacy to resolve health care concerns quickly.

- Download presentation: An Overview of BFCC-QIO Services for People with Medicare ([/sites/default/files/editors/246/Medicare%20Rights\\_General%20Overview\\_110817.pdf](/sites/default/files/editors/246/Medicare%20Rights_General%20Overview_110817.pdf)) (PDF)

- Download presentation transcript: Transcript for BFCC-QIO Services Presentation ([/sites/default/files/editors/246/General\\_presentation\\_script\\_110817.pdf](/sites/default/files/editors/246/General_presentation_script_110817.pdf)) (PDF)

**Sample Announcements.** Organizations can use sample announcements in newsletters and emails as well as use on social media. A table with additional resources is also provided.

- Download sample announcements: BFCC-QIO Outreach Handout ([/sites/default/files/editors/246/BFCC-QIO\\_Outreach\\_Handout\\_updated\\_03302018.pdf](/sites/default/files/editors/246/BFCC-QIO_Outreach_Handout_updated_03302018.pdf)) (PDF)

**Frequently Asked Questions.** This document answers frequently asked questions about what Medicare beneficiaries can do if they have a concern about care they received while on Medicare.

- Download frequently asked questions: Frequently Asked Questions for Medicare Beneficiaries ([http://qioprogram.org/sites/default/files/FAQs\\_for\\_Medicare\\_Beneficiaries.pdf](http://qioprogram.org/sites/default/files/FAQs_for_Medicare_Beneficiaries.pdf)) (PDF)

**Social Media.** The BFCC-QIO Program is using Twitter as one way to connect with beneficiaries and stakeholder (</resources/glossary#Stakeholder>)s and to provide information and resources about Medicare rights. Follow [@BeneProtection](#) for up-to-date BFCC-QIO information and resources.

Does your organization need to learn more about BFCC-QIO services? Please use our contact form (<http://qioprogram.org/contact-beneficiary-and-family-centered-care-national-coordinating-center>) to request a webinar presentation for your national organization.

## Stay Informed

[QIO News \(/sign-qio-news\)](#)

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