Late medical records and invalid notices cause frustration for both the provider and the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO). In order to minimize problems during the BFCC-QIO appeals process, KEPRO has compiled some tips to help make the process flow more smoothly.

**Tips for Success:**

- ✓ Educate staff regarding the BFCC-QIO, the notice time frames, how to send medical records, and how to properly fill out the notice.

- ✓ Make sure that weekend staff is familiar with the notices and the appeals process.

- ✓ Document appropriately with telephonic notification. (The date that staff communicates the information is considered the receipt date. The notice should include the name of the staff person initiating the contact, the name of the representative contacted by phone, the date and time of the telephone contact, and the telephone number called. Also, make sure to document that the effective date of __________ was given, that the representative was told that the appeal must be made before noon of the effective date, and that the appeals phone number of ______________ was given.)

- ✓ Develop a process and “stick” to it.

- ✓ Know how to reissue the notice if the initial notice is invalid.

- ✓ Know what to do when the patient won’t sign the notice.

- ✓ Know how to determine the appropriate patient representative if necessary.

- ✓ Know when the notice is not required.

For additional information regarding the BFCC-QIO appeals process, as well as KEPRO’s contact information, please visit the website at [www.keproqio.com](http://www.keproqio.com).