



On September 20, 2019, Provider Resources, Inc. (**PRI**) was notified by the Centers for Medicare & Medicaid Services (CMS) that we had been awarded the Beneficiary Care Management Program (BCMP) task order under CMS' Beneficiary and Family Centered Care Quality Improvement Organization Indefinite Delivery Indefinite Quantity (BFCC-QIO IDIQ) contract. The BCMP contract is national in scope and covers the United States and its territories. The purpose of the BCMP is to address care management issues for Medicare Fee-for-Service (FFS) beneficiaries with complex healthcare needs and/or their family members as identified. Additionally, the BCMP has an ultimate goal of reducing high-cost healthcare utilization such as hospital admissions and emergency room visits. Beneficiaries and/or their family members are referred to the program by the regional BFCC-QIOs at the time of their BIPA and/or Weichardt appeal. **PRI** is charged with the responsibility of ensuring proper discharge planning which may include: review of discharge instructions and post-treatment plans with the beneficiary, family, and/or caregiver; coordination of follow-up care with primary care physicians and/or other providers; and referral to community resources or person and family engagement (PFE) partners. Assistance with healthcare navigation aims to promote timely and appropriate movement of an individual beneficiary across the various segments of the care continuum. It involves ensuring adequate information exchange and care coordination between providers as beneficiaries go through transitions of care.

While the concept for the program has been pilot tested on a limited basis, **PRI** has the honor of implementing the BCMP for CMS using our proposed approach of establishing a first-hand intervention for beneficiaries and developing a robust navigation network across the country. The success of the BCMP is important to CMS and to **PRI** as it promotes the integration of person-centered care and PFE values into clinical practice and beneficiary services.

PRI selected KEPRO, another BFCC-QIO, to serve as our subcontractor. KEPRO has been involved with the QIO program since 1985.