

Course Catalog

virtual education for **patient advocates** about Livanta's Medicare services



About Livanta's Virtual Education Courses

Livanta serves Medicare patients and their families as a Beneficiary and Family Centered Care - Quality Improvement Organization (BFCC-QIO), conducting case review services for people on Medicare. BFCC-QIOs also help beneficiaries and families when they have a problem with their care and need immediate assistance. To ensure Medicare beneficiaries and their families are aware of their rights and know how to access the BFCC-QIO services, Livanta is pleased to offer a variety of virtual educational programs, which are available at no cost.

Approach

Livanta's courses are presented by experts with deep industry knowledge on a variety of topics, including Medicare rights, the history of the QIO Program, beneficiary notices, and more. Livanta's Communication staff has expertise in academics, adult learning theory, quality improvement, and program design. With real-life case studies that illustrate key concepts, an easy-to-follow presentation style, and expert facilitation skills, Livanta offers world-class professional education.

Platform

Coordinated by seasoned professionals, Livanta uses the Microsoft Teams platform to deliver virtual education. With a capacity of 300 attendees, this interface is ideal for audiences of all sizes and sets the stage for an interactive presentation. For organizations that prefer to use their own platform, Livanta's staff are flexible and can work with a variety of interfaces to conduct these valuable educational offerings.

Customization

Livanta understands that learning needs are unique. Each of our standard courses can be tailored specifically to each partner's training needs. If your organization provides continuing education credits, Livanta can work with your educational team to ensure a smooth experience.

Scheduling

With a flexible schedule that can accommodate all time zones, Livanta's team is ready to support your organization!

Eligibility

Livanta works with any organization that serves Medicare beneficiaries and their families, including healthcare providers, advocacy organizations, recreation centers, faith-based institutions, or other community services groups. All courses are offered at no cost. Livanta serves Medicare families in 27 states and territories as a Medicare BFCC-QIO. Visit our website at www.LivantaQIO.com for details on the regions that Livanta covers.

Livanta's Educational Support Team

Faculty



Leasa Novak, MS, LNHA, LPN, BCC, Communications Director, oversees stakeholder outreach and education for Livanta's Medicare BFCC-QIO program. She holds a Master of Science degree in organizational behavior and Bachelor of Arts degree in communication. With more than 25 years of experience in health care and expertise in leading large-scale quality improvement programs, Ms. Novak is also a Licensed Nursing Home Administrator, Licensed Practical Nurse, and a Board-Certified Coach.



Bryan Fischer, Communications Lead, serves as a primary liaison between Livanta and healthcare providers, stakeholders, beneficiaries, and families. He holds a Bachelor of Arts degree in historic preservation and has been with Livanta since 2015. He formerly served as assistant dean of admissions at Villa Julie College in Stevenson, Maryland. Before joining Livanta, Mr. Fischer worked for the Department of Defense as a senior technical editor. Mr. Fischer also serves as line officer in the Maryland State Guard, holding the rank of Major.



Gina Westphal, Communications Lead, conducts community outreach to educate others about Livanta's services for Medicare patients and their families. Ms. Westphal holds a Master of Science degree in psychology with a certification in trauma-focused behavioral therapy from Eastern Illinois University. Before joining Livanta in 2016, Ms. Westphal worked extensively with military veterans and first responders, providing therapy for those afflicted with post-traumatic stress disorder.

Technical Support



Noah Shapiro is a Communications Specialist for Livanta and assists with webinar development while developing efficient solutions for sharing information and delivering education to a variety of stakeholders. Mr. Shapiro holds a Bachelor of Arts degree from Tulane University, with a concentration in digital communication.

Get to Know Livanta

Program 1: Livanta's Services for Medicare Beneficiaries

This session introduces Livanta's role in serving Medicare beneficiaries, including an overview of the Quality Improvement Organization (QIO) Program. Presenters introduce Livanta's case review services for discharge and service termination appeals and quality of care complaints, as well as Livanta's immediate advocacy program.



This session also addresses how patients and families can better understand their Medicare rights, become empowered to successfully navigate the healthcare system, and access Livanta's services through its Medicare Helpline. This course is appropriate as training for new staff and volunteers, as well as a refresher for current staff.

Length

- 60 minutes total
- 45 minutes for the presentation with 15 minutes for the question and answer session

Intended Audience

- Professional advocates for Medicare beneficiaries, including Senior Health Insurance Programs (SHIPs), Senior Medicare Patrols (SMPs), State Long-Term Care Ombudsman Programs (SLTCOPs), Senior Center Associations, Area Agencies on Aging, and other advocacy organizations
- Caregiver and community associations
- Directors, managers, and other professionals, including paid staff and volunteers

Key Concepts

- Quality Improvement Organization (QIO) Program
- Beneficiary protection and Medicare rights to high quality healthcare
- Livanta's Medicare Helpline and QIO services

Learning Objectives

After attending this session, the attendee will be able to:

- Discuss the mission of the Quality Improvement Organization (QIO) Program.
- Describe the beneficiary rights to access QIO services including immediate advocacy.
- Discuss best practices for making referrals to Livanta.

“But I’m Not Ready!”

Program 2: Appealing a Discharge or Termination of Covered Services

Medicare patients and their caregivers have the legal right to challenge a hospital discharge notice or other notice that Medicare-covered services are being terminated. As a Medicare Beneficiary and Family Centered Care - Quality Improvement Organization (BFCC-QIO), Livanta receives thousands of appeals each year from patients or their caregivers when they are faced with a transition to a lower level of care that they believe is not appropriate or when they believe their medical condition is not stable enough to be discharged.



This course is intended as a follow up to the introductory program about Livanta’s services for Medicare beneficiaries. Presenters discuss appeal rights in detail and describe what patients and families can expect when they call Livanta and begin the case review process.

Length

- 60 minutes total
- 45 minutes for the presentation with 15 minutes for the question and answer session

Intended Audience

- Professional advocates for Medicare beneficiaries, including Senior Health Insurance Programs (SHIPs), Senior Medicare Patrols (SMPs), State Long-Term Care Ombudsman Programs (SLTCOPs), Senior Center Associations, Area Agencies on Aging, and other advocacy organizations
- Caregiver and community associations
- Directors, managers, other professionals, including paid staff and volunteers

Key Concepts

- Livanta’s role as a BFCC-QIO contractor for Medicare and patient’s rights to QIO services
- Transitions of care, including discharges and service terminations
- Livanta’s services and Medicare Helpline

Learning Objectives

After attending this session, the attendee will be able to:

- Discuss patient’s rights to receive timely Medicare notices prior to a discharge or transition of care.
- Describe Livanta’s case review process for discharge or service termination appeals.
- Describe how to contact Livanta’s Medicare Helpline to initiate an appeal.

Filing a Formal Complaint

Program 3: The Right to High Quality Healthcare

Did you know that Medicare patients and caregivers have the legal right to receive high quality care? Medicare's QIO Program works collaboratively with patients, caregivers, and healthcare providers to identify, analyze, and correct problems in the delivery of care. As a Medicare Beneficiary and Family Centered Care - Quality Improvement Organization (BFCC-QIO), Livanta reviews hundreds of quality of care cases each year across 27 states and U.S. territories.



This course builds on the introductory program about Livanta's services for Medicare beneficiaries and discusses how patients and families can help to improve the quality of healthcare for all Medicare beneficiaries through the Quality of Care review process. Learn how to report a quality care issue and how the program works to resolve those issues.

Length

- 60 minutes total
- 45 minutes for the presentation with 15 minutes for the question and answer session

Intended Audience

- Professional advocates for Medicare beneficiaries, including Senior Health Insurance Programs (SHIPs), Senior Medicare Patrols (SMPs), State Long-Term Care Ombudsman Programs (SLTCOPs), Senior Center Associations, Area Agencies on Aging, and other advocacy organizations
- Caregiver and community associations
- Directors, managers, and other professionals, including paid staff and volunteers

Key Concepts

- Livanta's role as a BFCC-QIO contractor for Medicare
- Patients' rights to high quality health care
- Livanta's services and Medicare Helpline

Learning Objectives

After attending this session, the attendee will be able to:

- Discuss examples of quality of care concerns.
- Describe Livanta's process for conducting quality of care case reviews.
- Describe how to contact Livanta's Medicare Helpline to report a quality of care concern.

Help with Medicare-Covered Care or Services

Program 4: Resolving Issues and Problems through Immediate Advocacy

As the Medicare Beneficiary and Family Centered Care - Quality Improvement Organization (BFCC-QIO) for 27 states and U.S. territories, Livanta provides a no-cost alternative dispute resolution process called Immediate Advocacy, which is intended for patients and caregivers who are experiencing problems with their current care or services. Livanta's Immediate Advocacy staff work collaboratively with patients, caregivers, and healthcare providers to resolve these real-time barriers to safe and effective care.



As a follow-up to the introductory presentation, this course describes Livanta's Immediate Advocacy services, with examples of problems that can be addressed through this program. Learn how the process works and how to use Livanta's Medicare Helpline to get started.

Length

- 60 minutes total
- 45 minutes for the presentation with 15 minutes for the question and answer session

Intended Audience

- Professional advocates for Medicare beneficiaries, including Senior Health Insurance Programs (SHIPs), Senior Medicare Patrols (SMPs), State Long-Term Care Ombudsman Programs (SLTCOPs), Senior Center Associations, Area Agencies on Aging, and other advocacy organizations
- Caregiver and community associations
- Directors, managers, and other professionals, including paid staff and volunteers

Key Concepts

- Livanta's role as a BFCC-QIO contractor for Medicare
- Livanta's Immediate Advocacy program
- Livanta's services and Medicare Helpline

Learning Objectives

After attending this session, the attendee will be able to:

- Discuss examples of problems that are appropriate for the Immediate Advocacy program.
- Describe Livanta's process for conducting Immediate Advocacy.
- Describe how to contact Livanta's Medicare Helpline to receive Immediate Advocacy.

The Basics of Health Literacy

Program 5: Explore Ideas for Improving Health Literacy Rates

According to research, one in three people have low levels of health literacy and are at higher risk of poor health outcomes. Building health literacy is a key concept in Medicare's quality improvement strategy to foster and create healthy communities, improve care, and reduce costs.



This session introduces the audience to the concept of health literacy. In this session, Livanta faculty discuss the concept of health literacy, and the ways in which health literacy impacts health outcomes as well as health literacy tools and resources. This presentation is accompanied by an open dialog with program participants to explore and discuss how health literacy impacts those in their community. This program is best suited for small groups and is intended to spark ideas for collaboration and resource sharing.

Length

- Up to 60 minutes total depending on group size
- 30 minutes for the presentation with 30 minutes for interactive discussion

Intended Audience

- Professional advocates for Medicare beneficiaries, including Senior Health Insurance Programs (SHIPs), Senior Medicare Patrols (SMPs), State Long-Term Care Ombudsman Programs (SLTCOPs), Senior Center Associations, Area Agencies on Aging, and other advocacy organizations
- Caregiver and community associations
- Directors, managers, and other professionals, including paid staff and volunteers

Key Concepts

- Definition and statistics of health literacy
- Plain language and other strategies for improving health literacy rates

Learning Objectives

After attending this session, the attendee will be able to:

- Define health literacy and the impact of low rates of health literacy.
- Discuss ways that improved health literacy can improve health outcomes.
- Describe tools and resources for building health literacy among patients and caregivers.

What Others Are Saying

“Thank you for presenting the Livanta webinar for our members. You did a wonderful job! It was clear the attendees greatly benefitted from learning how Livanta is here to help them. The attendees left with timely information and great resources. We truly appreciate the time and effort you spent preparing your presentation and sharing your expertise with our members!”

“Your presentation was interesting, enlightening, and important for the Medicare services that our membership and their families use. I would love to continue this conversation so that we could create a good line of communication as we seek to provide the best services for the Medicare beneficiaries in our state. Thanks again for your participation in our convention.”

“Our team is excited about the prospect of working with you. It's obvious how much you care about the quality of information you deliver to not just the beneficiaries, but to providers and stakeholders as well. We enjoyed speaking with your team and can't wait to go forward with the projects we discussed. Medicare beneficiaries will also benefit from knowing that there's one more resource available to them with Livanta to help them better understand their Medicare rights and protections.”



“Very informative. I did not know that Livanta did quality of care complaints, only discharge appeals.”

“As usual, you’re a pro! Thanks again!”

“The webinar was excellent! The information will benefit me as I advocate for the seniors whom I serve, if the need arises for contact with Livanta.”

“This was the best presentation on Livanta that I’ve ever

“Good information for those on Medicare and those who care for them. Great to know the process.”

“It was really good information that will help me with residents when they come to me with questions.”

“I appreciate that you recognize our need for specific subject matter, and it's really great to know we can collaborate on an end product that's going to provide our audience with the information they need. Knowing we can have discussions with you leading up to the event really helps us. Thanks for such a great effort in working with us toward a successful event.”

“It's a pleasure working with such a professional company. During a time when it's been chaotic, you make it easy for us to work together.”

Contact Us to Get Started

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