

Qualified Independent Contractors (QIC) Fact Sheet

What are Qualified Independent Contractors?

The Medicare, Medicaid, and Children's Health Insurance Program (CHIP) Benefits Improvement and Protection Act (BIPA) of 2000 included provisions aimed at improving the Medicare appeals process. Part of these provisions mandate that all second-level appeals, also known as reconsiderations, be conducted by Qualified Independent Contractors (QICs). These provisions require QICs utilize a comprehensive data system to collect and share information about appeals decisions, give weight to carrier, fiscal intermediary, and Medicare Administrative Contractor (MAC) local coverage determinations, and conduct a panel review of all medical necessity denials.

Who are the QICs?

The Centers for Medicare & Medicaid Services (CMS) awarded an Indefinite Delivery/Indefinite Quantity (IDIQ) contracts to seven entities to perform QIC functions. Under this contract, CMS competitively awarded the following task orders:

- Administrative QIC (Q2 Administrators)
- Part A East QIC (Maximus)
- Part A West QIC (Maximus)
- Part B North QIC (First Coast Service Options)
- Part B South QIC (Q2 Administrators)
- Durable Medical Equipment QIC (RiverTrust Solutions)
- Part C QIC (Maximus)
- Part D East QIC (Maximus)
- Part D West QIC (Maximus)

How do I request a Part A, Part B or DME reconsideration?

To request a reconsideration with a QIC, follow the instructions on your Medicare Redetermination Notice. A request for reconsideration may be made on a standard CMS form. This form will be mailed with the Medicare Redetermination Notice. If the form is not used, the request must contain at least all of the following information:

1. The beneficiary's name
2. The beneficiary's Medicare health insurance claim number
3. The specific service(s) and item(s) for which the reconsideration is requested, and the specific date(s) of service
4. The name and signature of the party or representative of the party
5. The name of the contractor that made the redetermination

The Medicare Reconsideration Request form is located at:

<http://www.cms.hhs.gov/cmsforms/downloads/CMS20033.pdf>

How do I request a Part C reconsideration?

If a Medicare health plan upholds its original decision to deny (in whole or in part) a service or payment for a service, the health plan must automatically forward the enrollee's appeal to the Part C QIC for a reconsideration.

How do I request a Part D reconsideration if my Medicare prescription drug plan has denied coverage for a prescription drug?

To request a Part D benefit reconsideration, follow the directions in the Redetermination Notice you got from your Medicare drug plan. If you want to request a reconsideration, your request must be filed in writing at the Part D QIC address shown on the Redetermination Notice. You have 60 days from the date of the Redetermination Notice to request a reconsideration. For Part D benefit appeals, the Part D QIC's review will be expedited if the Part D QIC determines, or your doctor or other prescriber tells the Part D QIC, that your life or health may be seriously jeopardized by waiting for a standard decision. The Part D QIC will send you its decision in a Reconsideration Notice within the timeframes below:

- Standard redetermination request – 7 calendar days
- Expedited redetermination request - 72 hours

How do I request a Part D reconsideration if my Medicare prescription drug plan tells me that I have to pay a late enrollment penalty?

To request a reconsideration of a late enrollment penalty (LEP), follow the directions in the late enrollment penalty notice you receive from your Medicare prescription drug plan. Complete the *Late Enrollment Penalty Reconsideration Request Form* and mail or fax it to the address shown on the form within 60 days from the date on the letter you got from your plan stating you have to pay a late enrollment penalty. You will generally receive a decision from the Part D QIC within 90 days of your request.

What are the QIC jurisdictions by state?

Part A Jurisdictions	
Jurisdiction	States
East Jurisdiction	Colorado, New Mexico, Texas, Oklahoma, Arkansas, Louisiana, Mississippi, Alabama, Georgia, Florida, Tennessee, South Carolina, North Carolina, Virginia, West Virginia, Puerto Rico, Virgin Islands, Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut, New Jersey, New York, Delaware, Maryland, Pennsylvania, Washington DC
West Jurisdiction	Washington, Idaho, Montana, North Dakota, South Dakota, Iowa, Missouri, Kansas, Nebraska, Wyoming, Utah, Arizona, Nevada, California, Alaska, Hawaii, Oregon, Kentucky, Ohio, Indiana, Illinois, Minnesota, Michigan, Wisconsin, Guam, Northern Mariana Islands, American Samoa

Part B Jurisdictions	
Jurisdiction	States
North Jurisdiction	Alaska, Maine, Vermont, New Hampshire, Massachusetts, Connecticut, Rhode Island, District of Columbia, New York, Pennsylvania, New Jersey, Delaware, Maryland, Ohio, Kentucky, Indiana, Illinois, Michigan, Wisconsin, Minnesota, Missouri, Iowa, Kansas, Nebraska, South Dakota, North Dakota, Wyoming, Montana, Idaho, Washington, Oregon, California, Nevada, Arizona, Utah, Hawaii, Guam, Northern Mariana Islands, American Samoa
South Jurisdiction	Colorado, New Mexico, Texas, Oklahoma, Arkansas, Louisiana, Mississippi, Tennessee, Alabama, Georgia, Florida, North Carolina, South Carolina, Virginia, West Virginia, Puerto Rico, Virgin Islands
DME Jurisdiction	All USA

Part C Jurisdiction	All USA
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Part D Jurisdictions	
Part D East	Colorado, New Mexico, Texas, Oklahoma, Arkansas,

	Louisiana, Mississippi, Alabama, Georgia, Florida, Tennessee, South Carolina, North Carolina, Virginia, West Virginia, Puerto Rico, Virgin Islands, Maine, Vermont, New Hampshire, Massachusetts, Rhode Island, Connecticut, New Jersey, New York, Delaware, Maryland, Pennsylvania, Washington DC
<i>Part D West</i>	Washington, Idaho, Montana, North Dakota, South Dakota, Iowa, Missouri, Kansas, Nebraska, Wyoming, Utah, Arizona, Nevada, California, Alaska, Hawaii, Oregon, Kentucky, Ohio, Indiana, Illinois, Minnesota, Michigan, Wisconsin, Guam, Northern Mariana Islands, American Samoa

What is the QIC's mailing address for my jurisdiction?

Part A East Mailing Address:

Maximus Federal Services, Inc.
1040 First Avenue, Suite 400
King of Prussia, PA 19406

Part A West Mailing Address:

Maximus Federal Services, Inc.
1040 First Avenue, Suite 310
King of Prussia, PA 19406

Part B North Mailing Address:

First Coast Service Options
QIC Part B North Reconsiderations
P.O. Box 45208
Jacksonville, FL 32232-5208

Part B South Mailing Address:

Q2A Administrators, LLC
Part B South Operations
PO Box 183092
Columbus, Ohio 43218-3092

DME QIC Mailing Address:

RiverTrust Solutions, Inc.
P.O. Box 180208
Chattanooga, TN 37401-7208

Part C Mailing Address:

Maximus Federal Services, Inc.
Medicare Managed Care & PACE Reconsideration Project

50 Square Drive, Suite 210
Victor, NY 14564-1099

(NOTE: As indicated above, a reconsideration request will be automatically forwarded by the health plan.)

Part D QIC Mailing Addresses:

All **Part D benefit appeals** are processed at the following location:

Maximus Federal Services, Inc.

Medicare Part D QIC
860 Cross Keys Office Park
Fairport, NY 14450

Fax numbers:

(585) 425-5301

(585) 425-9401

(585) 425-5390

Toll free fax: (866) 825-9507

All **Part D late enrollment penalty (LEP) reconsiderations** are processed at the following filing location:

Maximus Federal Services, Inc.

Medicare Part D QIC
1040 First Avenue, Suite 200
King of Prussia, PA 19406

Fax: (484) 688-5601

Toll free fax: (866) 589-5241

Where can I find more information?

Please check the following sites for additional information:

www.FCSO.com

www.medicarepartaappeals.com (Maximus, Part A)

www.q2a.com

www.rivertrustsolutions.com

www.medicareappeals.com (Maximus, Part C)

www.medicarepartdappeals.com (Maximus, Part D)