



October 13, 2020

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## **Rainmakers Awarded Centers for Medicare and Medicaid Services Beneficiary and Family Centered Care Survey Center Contract**

Rainmakers Strategic Solutions LLC (Rainmakers) was awarded the Beneficiary and Family Centered Care Survey Center (BFCC-SC) contract from the Centers for Medicare and Medicaid Services (CMS), Center for Clinical Standards and Quality (CCSQ) to survey Medicare beneficiaries who have filed complaints and appeals with BFCC Quality Improvement Organizations (BFCC-QIOs).

Rainmakers, and its subcontractors [Avar Consulting, Inc.](#) and [Westat](#), will operate the BFCC-SC and implement a multimodal survey data collection approach to gather information in support of the BFCC-QIO program's 12th Scope of Work, with a focus on continuous quality improvement. BFCC-QIOs rely on information from this beneficiary experience survey as a way to obtain feedback on their methods of handling the complaints and appeals processes, to understand whether they have met performance metrics and quality improvement efforts, and to identify areas for process improvement. CMS will use information from the survey for BFCC-QIO contract evaluation and to foster overall improvements in the BFCC-QIO program.

**“The opportunity to continue our partnership with the Center for Medicare and Medicaid Services is an honor,” said Denise Rainey, President & CEO of Rainmakers Strategic Solutions. “With this survey we offer CMS a unique window into how beneficiaries see the QIO program and promote the authentic and intentional elevation of the Voice of the Customer.”**

Rainmakers survey interviewers will administer the Medicare Beneficiary and Family Experience Survey via telephone and postal mail to 15,000 Medicare beneficiaries per year to gather information on their experiences with filing complaints and appeals through the BFCC-QIOs. Our survey analytic staff will analyze and provide survey data to CMS and the BFCC stakeholder community to measure program success and inform continuous quality improvement, innovation, and collaboration. We will inform CMS and QIOs of survey findings through an interactive dashboard and quarterly and annual reports.

### **About Rainmakers Strategic Solutions**

Rainmakers Strategic Solutions LLC (Rainmakers) is a certified 8(a), economically disadvantaged woman-owned small consulting firm, founded in 2007 to provide expertise and highly practical solutions in support of the government and commercial sectors. Rainmakers' principals are respected professionals with demonstrated success for clients facing evolving requirements and constituent needs. We develop, implement, and improve programs by applying insightful methodologies and delivering innovative results that address and simplify complex issues, streamline processes, and reduce costs. We have a genuine focus on achieving and maintaining an impeccable business relationship with our customers and supporting them in their efforts to improve processes. Client satisfaction is our most valuable asset and exceeding our customers' expectations is our primary goal. For more information about our key cornerstones - excellence, passion, diversity, and knowledge - visit [www.rainmakersolutions.com](http://www.rainmakersolutions.com), call (443) 348-8067 or connect with us on our social media channels:

