



FMQAI is now HSAG—One Organization

Frequently Asked Questions

Q: How long have FMQAI and HSAG been affiliated?

A: Health Services Advisory Group (HSAG) and FMQAI have been working together since 2003 as affiliated organizations with the same quality improvement mission and duties.

Q: Why did FMQAI change its name?

A: We have chosen to officially merge into one organization. We have combined our resources, talents, and subject matter expertise to further enhance our services.

Q: Have staff members changed since the merger?

A: FMQAI has adopted the HSAG name, but the majority of staff members have remained, and our quality and accessibility of services have not changed.

Q: Has the work that FMQAI performs changed?

A: The Centers for Medicare & Medicaid Services (CMS) changed the structure of its Quality Improvement Organization (QIO) Program for the first time in its history, splitting the data-driven quality improvement work and the beneficiary medical case review work into two separate contracts: Quality Innovation Network-QIOs (QIN-QIOs) and Beneficiary and Family-Centered Care (BFCC) QIOs, respectively. These changes were implemented to improve patient care and health outcomes, and save taxpayer resources. Until this restructure, FMQAI and HSAG's QIO contracts had included work in both of these areas. The BFCC work we once conducted in Florida was awarded to KEPRO and Livanta, and beneficiary medical case review work shifted to these organizations in August 2014. FMQAI worked closely with KEPRO to transfer many medical case review staff to the BFCC contract.

Q: How many QIN-QIOs are there?

A: There are 14 regional QIN-QIOs throughout the country. Our combined expertise, broad geographic reach, and joint industry reputations resulted in HSAG being awarded the largest QIN-QIO contract in the nation for Arizona, California, Florida, Ohio, and the U.S. Virgin Islands, serving nearly 25 percent of the country's Medicare beneficiaries.

Q: Did FMQAI move its offices?

A: Yes, we are now located at 3000 Bayport Drive, Suite 300, Tampa, Florida 33607-8415.

Q: What happened to the Florida End Stage Renal Disease (ESRD) Network office?

A: The Florida ESRD Networks are part of the merger and are collocated at our new address.

Q: Was HSAG awarded the national support contract for Inpatient Quality Reporting?

A: Yes, HSAG was awarded the national support contract for Inpatient Quality Reporting, and operates a technical assistance call center Monday–Friday 8:00 a.m.–8:00 p.m. ET. The toll-free number is 844.472.4477.

Q: Is HSAG still the support contractor for Outpatient and Ambulatory Surgery Centers Quality Reporting?

A: Yes, both Outpatient and Ambulatory Surgery Center Quality Reporting support will continue to be conducted in the Tampa office.