Quality Improvement Organizations
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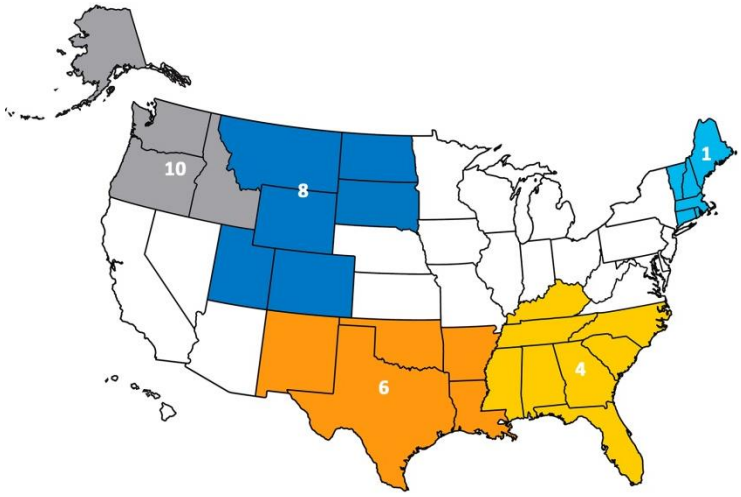
CENTERS FOR MEDICARE & MEDICAID SERVICES

KEPRO
INTELLIGENT VALUE

BFCC-QIO Updates Require Action by Providers

KEPRO has been the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) in 33 states and the District of Columbia for the past five years and was recently awarded a new five-year contract by the Centers for Medicare & Medicaid Services (CMS) covering different states. **Effective June 8, 2019**, KEPRO will be the BFCC-QIO in Alabama, Alaska, Arkansas, Colorado, Connecticut, Florida, Georgia, Idaho, Kentucky, Louisiana, Maine, Massachusetts, Mississippi, Montana, New Hampshire, New Mexico, North Carolina, North Dakota, Oklahoma, Oregon, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Washington, and Wyoming. As the BFCC-QIO, KEPRO will assist Medicare beneficiaries with quality of care complaints, discharge and service termination appeals, and Immediate Advocacy. **If your facility is located in one of the 29 states listed above, please take action on these important two updates:**



1. **Update your Appeals Notices**
   To ensure your Medicare beneficiaries are able to contact KEPRO to make timely appeals, please update information you provide to them, including:

Post-Acute Care Providers

- **Update your Notice of Medicare Non-coverage** with KEPRO's phone number for your Region.

Acute Care Providers

- **Update your Important Message from Medicare** with KEPRO's phone number for your Region.

	Region 1 CT, MA, ME, NH, RI, VT	Region 4 AL, FL, GA, KY, MS, NC, SC, TN	Region 6 AR, LA, NM, OK, TX	Region 8 CO, MT, ND, SD, UT, WY	Region 10 AK, ID, OR, WA
Toll-free Telephone	888-319-8452	888-317-0751	888-315-0636	888-317-0891	888-305-6759
Local Telephone	216-447-9604	813-280-8256	216-447-9604	813-280-8256	813-280-8256
TTY	855-843-4776	855-843-4776	855-843-4776	855-843-4776	855-843-4776
Toll-free Fax	833-868-4055	833-868-4058	833-868-4060	833-868-4062	833-868-4064
Mailing Address	5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	5201 West Kennedy Blvd Suite 900 Tampa, FL 33609	5201 West Kennedy Blvd Suite 900 Tampa, FL 33609	5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131

2. **Complete a Memorandum of Agreement (MOA) and Provider Update Form**
   Visit www.keproqio.com/moa after June 7, 2019, to complete the MOA and Provider Update Form and **submit it to KEPRO**.

   The Social Security Act requires hospitals, critical access hospitals, skilled nursing facilities, hospices, long-term acute care facilities, CORFs, and home health agencies to maintain an MOA with the BFCC-QIO to perform certain functions.

Please visit www.keproqio.com/transition for more information. To subscribe to KEPRO's e-mail distribution list for important BFCC-QIO updates, visit www.keproqio.com/email.

If your facility is NOT in one of the 29 states listed above, Livanta will be the BFCC-QIO in your state effective June 8, 2019. Please visit www.livantaqio.com for further information, including the appropriate telephone number to include on your facility's appeals notices.

Publication No. A234-762-5/2019. This material was prepared by KEPRO, a Medicare Quality Improvement Organization under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.