

## What is KEPRO?

KEPRO works under contract to the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. KEPRO is committed to continuous quality improvement by providing medical case review. KEPRO reviews quality of care complaints from Medicare beneficiaries and their representatives. KEPRO case review services are free for all people with Medicare. We also review discharge appeals when Medicare beneficiaries do not feel that they are ready for discharge from the hospital or skilled services.

## Who are Outreach Specialists?

Outreach Specialists prepare and present educational programs and resources to make stakeholders, providers, and Medicare beneficiaries aware of Medicare rights. There is no charge for their services. You can request a speaker by calling 216-447-9604 x7202, or you can schedule a speaker online at [www.keproqio.com](http://www.keproqio.com).

## What is the BFCC?

The Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) manages all beneficiary complaints and quality of care reviews to ensure consistency in the review process while taking into consideration local factors important to beneficiaries and their families. BFCC-QIOs work to improve healthcare services for Medicare beneficiaries. KEPRO is the BFCC-QIO for CMS Areas 2, 3, and 4. This includes the following states:

- **Area 2:** Delaware, District of Columbia, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia
- **Area 3:** Alabama, Arkansas, Colorado, Kentucky, Louisiana, Mississippi, Montana, New Mexico, North Dakota, Oklahoma, South Dakota, Tennessee, Texas, Utah, Wyoming
- **Area 4:** Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin

## What is a QIO?

Led by CMS, the QIO Program is one of the largest federal programs dedicated to improving health quality at the local level. The QIO Program is the cornerstone of Medicare's efforts to improve the quality and value of health care for its over 45 million beneficiaries.

## How can a Medicare beneficiary contact KEPRO?

KEPRO's Medicare Helpline is available daily from 9 a.m. to 5 p.m. in all local time zones. Trained staff is available on weekends and holidays from 11 a.m. to 3 p.m. A Medicare beneficiary can contact the Helpline to file a quality of care complaint or to request Immediate Advocacy, which is a process that can deal with provider concerns immediately.

For additional information, please visit [www.keproqio.com](http://www.keproqio.com).