



The Quality Improvement Organization (QIO) Program is the cornerstone of Medicare's efforts to improve the quality of care and health outcomes for beneficiaries. **KEPRO is the Beneficiary and Family Centered Care QIO (BFCC-QIO) for more than 30 states.** We offer information and assistance to providers, patients, and families regarding beneficiary complaints, discharge appeals, and Immediate Advocacy.

For more information, visit
www.keproqio.com

HOW KEPRO CAN HELP YOU!

You have Medicare rights! You have the right to:

- **File a quality of care complaint.** You may contact KEPRO to file a complaint, and your medical record will be reviewed by one of our physicians. We will determine if you received the appropriate care for your condition.
- **File an appeal of your discharge from a hospital, skilled nursing facility, home health agency, or a hospice.** During your discharge appeal, you will incur NO financial liability. You may file an appeal with KEPRO if you feel that you are not ready to be discharged from a hospital or from skilled services.
- **Request Immediate Advocacy for immediate concerns.** KEPRO can contact your provider on your behalf and advocate regarding your concerns.



To file a quality of care complaint or appeal a discharge from a skilled nursing facility, home health agency, hospital, or a hospice, call us toll-free at 855-408-8557.

Visit www.keproqio.com to learn more about our free services.