

## Who is KEPRO, and how do they help people who have Medicare?

The Quality Improvement Organization (QIO) Program is part of Medicare's efforts to improve the quality of care. KEPRO is the Beneficiary and Family Centered Care QIO (BFCC-QIO) for 29 states.

We offer information to Medicare providers as well as people who have Medicare and their families. KEPRO helps them to file complaints and make appeals.

We offer Immediate Advocacy services when issues need to be resolved right away.



## Did you know that as a person with Medicare you have rights and benefits?

### File a quality of care complaint.

If you are not happy with the care you had, you can call KEPRO to file a quality of care complaint. Our doctors will look at your medical record to see if you received the appropriate care. Examples of quality of care complaints include receiving the wrong:

- Medication
- Surgery/medical tests
- Plan of care

### File a hospital discharge or skilled service termination appeal from a skilled nursing facility, home health agency, or a hospice.

You can file an appeal if you feel that you are not ready to leave the hospital or if your skilled services are ending too soon.

### Request Immediate Advocacy for immediate concerns.

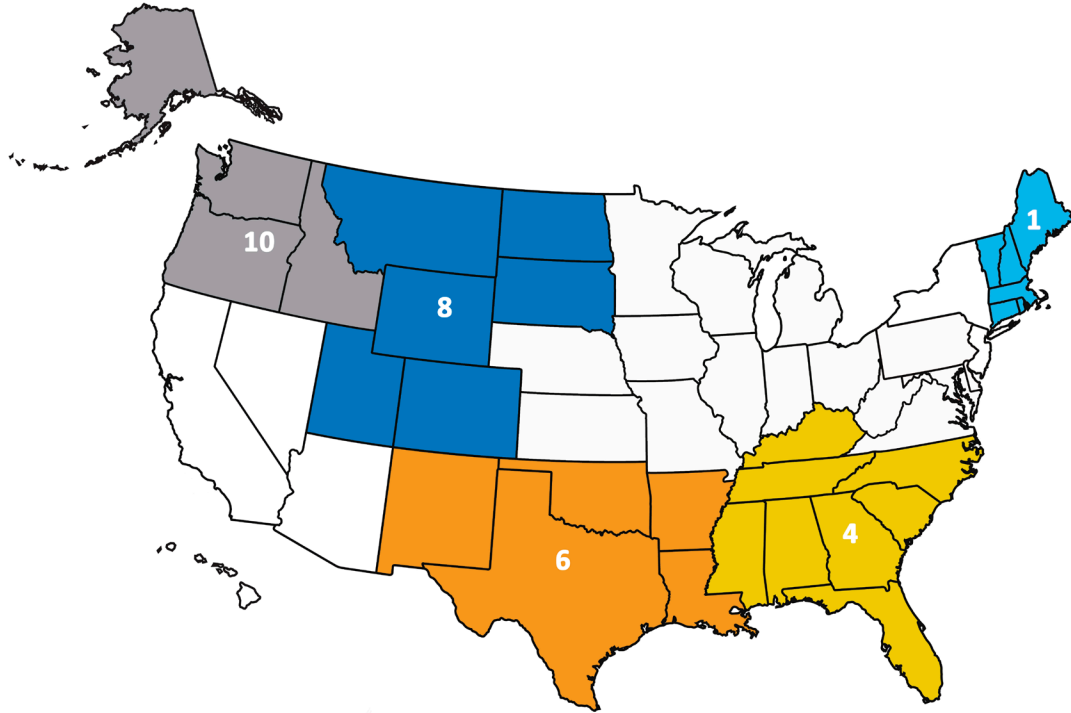
KEPRO can assist you to quickly resolve a complaint or concern about medical care or services.

- Resolves complaints that are not right for a medical record review
- Provides more satisfaction for both you and your provider
- Takes care of a complaint quickly

For more information and resources, visit [www.keproqio.com](http://www.keproqio.com).

## How to Contact KEPRO

KEPRO provides these free services in 29 states shaded below. Please use the phone number for your state as shown under the map.



<p><b>Region 1</b> Connecticut Maine Massachusetts New Hampshire Rhode Island Vermont</p>	<p><b>Region 4</b> Alabama Florida Georgia Kentucky Mississippi North Carolina South Carolina Tennessee</p>	<p><b>Region 6</b> Arkansas Louisiana New Mexico Oklahoma Texas</p>	<p><b>Region 8</b> Colorado Montana North Dakota South Dakota Utah Wyoming</p>	<p><b>Region 10</b> Alaska Idaho Oregon Washington</p>
<p><b>Toll-free Phone</b> 888-319-8452</p>	<p><b>Toll-free Phone</b> 888-317-0751</p>	<p><b>Toll-free Phone</b> 888-315-0636</p>	<p><b>Toll-free Phone</b> 888-317-0891</p>	<p><b>Toll-free Phone</b> 888-305-6759</p>

KEPRO has more information on the web. Visit [www.keproqio.com](http://www.keproqio.com).