

September 8, 2014

Dear Healthcare Partner:

We apologize for the lack of information provided regarding the recent restructuring of the Quality Improvement Organization (QIO) Program. Effective August 1, 2014, KEPRO is the new Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) in the Centers for Medicare & Medicaid Services (CMS) Areas 2, 3, and 4, which includes 33 states and the District of Columbia. As the BFCC-QIO, we are responsible for managing discharge appeals, 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.

[Click here](#) for KEPRO's contact information in CMS Areas 2, 3, and 4. Some providers have had difficulty using our toll-free numbers due to 844 and 855 being newer toll-free prefixes. We've instructed these individuals to use the local phone numbers and then to contact their telephone support staff, who can make the adjustments to their organization's phone system to allow employees to dial these new toll-free numbers.

A [press release](#) was issued announcing these changes, and additional information regarding the changes instituted by CMS and KEPRO's role as the new BFCC-QIO can be found on our [QIO Program: FAQ](#) document. If you have further questions or would like to meet with a representative to discuss our role as the BFCC-QIO and review the information within this letter in more detail, please email KEPRO.communications@HCQIS.org, or contact a member of our staff:

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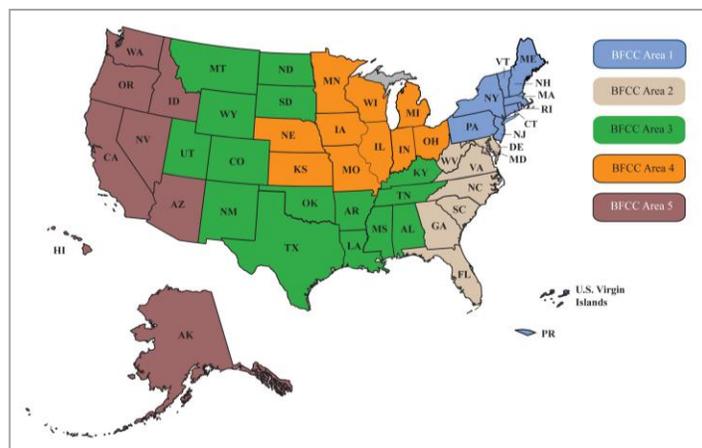
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In order to participate in the Medicare program, CMS requires certain providers to have a Memorandum of Agreement (MOA) with a QIO. MOAs outline the QIO's and provider's responsibilities during the review process. For additional information, an [MOA Frequently Asked Questions](#) document is available on our website as well as the [MOA form](#).

Your collaboration and support during this transition period is truly appreciated. We've created [a document](#) with verbiage your organization can use to inform providers and beneficiaries of the recent QIO Program changes.

If someone else within your organization should be receiving important QIO updates and information, please forward this email to them. We also ask that you [send us](#) their email address, so we can add them to our distribution list for future communication.

For further information, please visit our website at www.keproqio.com. We look forward to working together to improve the quality of healthcare for Medicare beneficiaries.

Warm regards,



Gayle Smith, RN, BSN, MBA
Vice President