

## **QUALITY IMPROVEMENT ORGANIZATIONS:**

Improving the quality, safety, and value of the care you receive through the Medicare program is what the QIO Program is all about. QIOs provide resources to help you become more confident in making health care decisions and actively managing your health. Beneficiary and Family Centered Care-QIOs (BFCC-QIOs) are here to help when you have a complaint about the quality of care you have received, and when you need to appeal a health care provider's decision to discontinue services

**KEPRO Area 4** – Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin

Beneficiary Helpline - 855-408-8557, Fax: 844-834-7130

5201 West Kennedy Boulevard, Suite 900

Tampa, Florida 33609

Attention: Beneficiary Complaints

TTY for all areas: 855-843-4776

Complaints may also be emailed to [beneficiary.complaints@hcqis.org](mailto:beneficiary.complaints@hcqis.org)

### **A beneficiary can call KEPRO if he or she:**

- Needs to discuss the quality of care received;
- Wants to file a formal quality of care complaint; or
- Needs help understanding Medicare rights.

### **A beneficiary can call 1-800-MEDICARE if he or she:**

- Has general questions about Medicare coverage;
- Needs clarification on how to enroll in Medicare; or
- Wishes to discuss billing issues