

Partner Newsletter Insert in New States
May 2019

Instructions: Please insert the appropriate state where noted below, and copy and paste the information to help communicate information to Medicare providers about upcoming changes to the Beneficiary and Family Centered Care Quality Improvement Organizations' (BFCC-QIOs) regional coverage. These changes require action by providers due to BFCC-QIO contractor changes. The information can be posted in newsletters, on your organization's website, or as appropriate in other forms of communication.

There are two versions of the insert, a long and short version. As space permits, please use the most appropriate version within your publication.

Long version:

The Centers for Medicare & Medicaid Services (CMS) has made changes to the regional coverage by the Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs). The BFCC-QIO in [INSERT YOUR STATE] was previously Livanta but will now be covered by KEPRO. Effective June 8, 2019, KEPRO will be the BFCC-QIO in Alabama, Alaska, Arkansas, Colorado, Connecticut, Florida, Georgia, Idaho, Kentucky, Louisiana, Maine, Massachusetts, Mississippi, Montana, New Hampshire, New Mexico, North Carolina, North Dakota, Oklahoma, Oregon, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Washington, and Wyoming. As the BFCC-QIO, KEPRO will assist Medicare beneficiaries with quality of care complaints, hospital discharge and service termination appeals, and Immediate Advocacy. **If your facility is located in one of the 29 states listed above, please take the following action:**

1. Update your Appeals Notices

To ensure your Medicare beneficiaries are able to contact KEPRO in order to make timely appeals, please update information you provide to them, including:

Post-Acute Care Providers

- **Update your Notice of Medicare Non-coverage** with KEPRO's phone number for your Region.

Acute Care Providers

- **Update your Important Message from Medicare** with KEPRO's phone number for your Region.

Visit www.keproqio.com/transition for a list of toll-free numbers.

2. Update your Memorandum of Agreement (MOA) and Provider Update Form

Visit www.keproqio.com/moa after June 7, 2019, to complete the MOA and Provider Update Form and submit it to KEPRO.

The Social Security Act requires hospitals, critical access hospitals, skilled nursing facilities, hospices, long-term acute care facilities, CORFs, and home health agencies to maintain an MOA with the BFCC-QIO to perform certain functions.

Please visit www.keproqio.com/transition for more information. KEPRO will be continually updating this page with additional transition details and contact information, so check back frequently. To subscribe to KEPRO's e-mail distribution list for important BFCC-QIO updates, visit www.keproqio.com/email.

If your facility is NOT in one of the 29 states listed above, Livanta will be the BFCC-QIO in your state effective June 8, 2019. Please visit www.livantaqio.com for further information, including the appropriate telephone number to include on your facility's appeals notices.

Short version:

The Centers for Medicare & Medicaid Services (CMS) has made changes to the regional coverage by the Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs). The BFCC-QIO in **[INSERT YOUR STATE]** was previously Livanta but will now be covered by KEPRO. Effective June 8, 2019, KEPRO will be the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) in Alabama, Alaska, Arkansas, Colorado, Connecticut, Florida, Georgia, Idaho, Kentucky, Louisiana, Maine, Massachusetts, Mississippi, Montana, New Hampshire, New Mexico, North Carolina, North Dakota, Oklahoma, Oregon, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Washington, and Wyoming. **If your facility is located in one of the 29 states listed above, please take the following action:**

1. Update your Appeals Notices

To ensure your Medicare patients are able to contact KEPRO to make timely appeals, please update information you provide to them with the appropriate telephone number for your region. Post-acute care providers should update their **Notice of Medicare Non-coverage**, and acute care providers should update their **Important Message from Medicare**. Visit www.keproqio.com/transition for a list of toll-free numbers.

2. Update your Memorandum of Agreement (MOA) and Provider Update Form

Visit www.keproqio.com/moa after June 7, 2019, to complete the MOA and Provider Update Form and submit it to KEPRO.

Please visit www.keproqio.com/transition for more information.

If your facility is NOT in one of the 29 states listed above, Livanta will be the BFCC-QIO in your state effective June 8, 2019. Please visit www.livantaqio.com for further information, including the appropriate telephone number to include on your facility's appeals notices.