



Assistance for Medicare Beneficiaries and Providers Impacted by Hurricane Irma

KEPRO is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) in the southeastern states affected by Hurricane Irma. At this time, KEPRO's call center operations are functioning as normal. Medicare providers and beneficiaries can contact KEPRO toll-free at 844-455-8708 with questions or concerns related to beneficiary complaints, discharge appeals, and Immediate Advocacy. Social workers and representatives are on staff to help resolve concerns quickly. For state-specific hurricane-related information and resources, visit www.keproqio.com and click the state on the map.

KEPRO will continue working in the southeastern states that are impacted to help ensure Medicare beneficiaries have the medical care they need and providers have the guidance they need regarding KEPRO's services.

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More information is available at www.keproqio.com.