



The Quality Improvement Organization (QIO) Program is the cornerstone of Medicare's efforts to improve the quality of care and health outcomes for beneficiaries. **KEPRO is the Beneficiary and Family Centered Care QIO (BFCC-QIO) for more than 30 states.** We offer information and assistance to providers, patients, and families regarding beneficiary complaints, discharge appeals, and Immediate Advocacy.

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

# HOW KEPRO CAN HELP YOU!

You have Medicare rights! You have the right to:

- **File a quality of care complaint.** You may contact KEPRO to file a complaint, and your medical record will be reviewed by one of our physicians. We will determine if you received the appropriate care for your condition.
- **File an appeal of your discharge from a hospital, skilled nursing facility, home health agency, or a hospice.** During your discharge appeal, you will incur NO financial liability. You may file an appeal with KEPRO if you feel that you are not ready to be discharged from a hospital or from skilled services.
- **Request Immediate Advocacy for immediate concerns.** KEPRO can contact your provider on your behalf and advocate regarding your concerns.



**To file a quality of care complaint or appeal a discharge from a skilled nursing facility, home health agency, hospital, or a hospice, call us toll-free at 844-430-9504.**

**Visit [www.keproqio.com](http://www.keproqio.com) to learn more about our free services.**