

CMS contracts with one organization – called Quality Improvement Organizations (QIOs) – in each state, as well as the District of Columbia, Puerto Rico, and the U.S. Virgin Islands to review complaints about the quality of health care received by Medicare beneficiaries. The list below contains contact information for each of the QIOs. When submitting a complaint to a QIO, a beneficiary or representative must identify the correct QIO for his/her State or territory using the list below. Please note that complaints may be emailed to the pertinent QIO and email addresses for each QIO are included in the contact information. However, e-mail messages sent to the Centers for Medicare and Medicaid Services (CMS) and/or QIOs travel through intermediate computers located on the Internet before reaching CMS and QIOs. As e-mail messages travel through the Internet, it is relatively easy for others to intercept and read private e-mail messages that were intended to be confidential. In addition to the inherent risk of the Internet, many Internet Service Providers (ISP) store copies of confidential e-mail messages on their mail servers before the e-mail messages are forwarded to CMS and QIOs. E-mail should not be considered as a private or secure delivery method of Personally Identifiable Information (PII) and Personal Health Information (PHI) to CMS and the QIOs. Individuals should carefully consider these security risks when sending e-mails to CMS and the QIOs. CMS and the QIOs will not be responsible for any loss or interception of PII data sent to CMS or the QIOs via e-mail. As such, CMS and the QIOs do not advise sending PII and PHI information via e-mail.

Alabama	AQAF Two Perimeter Park South, Suite 200 West Birmingham, Alabama 35243 Beneficiary number: 800-760-3540 <i>Email Address:</i> AL_BeneficiaryProtection@alqio.sdps.org
Alaska	Mountain-Pacific Quality Health 3404 Cooney Dr. Helena, MT 59602 Beneficiary number: 800-497-8232 <i>Email Address:</i> AK_BeneficiaryProtection@akqio.sdps.org
Arizona	Health Services Advisory Group, Inc. 3133 E. Camelback Road, Suite 300 Phoenix, AZ 85016-4501 Beneficiary number: 800-359-9909 <i>Email Address:</i> AZ_BeneficiaryProtection@azqio.sdps.org
Arkansas	Arkansas Foundation for Medical Care 1000 Fianna Way P.O. Box 180001 Fort Smith, AR 72918-0001 Beneficiary Helpline: 888-354-9100 <i>Email Address:</i>

	AR_BeneficiaryProtection@arqio.sdps.org
California	Health Services Advisory Group of California, Inc. (HSAG) 700 N. Brand Blvd., Suite 370, Glendale, CA 91203 Toll free number: 866-800-8749 <i>Email Address:</i> CA_BeneficiaryProtection@hsag.sdps.org
Colorado	Colorado Foundation for Medical Care (CFMC) 23 Inverness Way East, Suite 100 Englewood, CO 80112-5708 Beneficiary number: 800-727-7086 <i>Email Address:</i> CO_BeneficiaryProtection@coqio.sdps.org
Connecticut	Qualidigm 1111 Cromwell Avenue, Suite 201 Rocky Hill CT 06067 Beneficiary number: 800-553-7590 <i>Email Address:</i> CT_BeneficiaryProtection@ctqio.sdps.org
Delaware	Quality Insights of Delaware Baynard Bldg., Suite 100 3411 Silverside Rd. Wilmington, DE 19810 Beneficiary number: 866-475-9669 <i>Email Address:</i> DE_BeneficiaryProtection@deqio.sdps.org
District of Columbia	Delmarva Foundation of the District of Columbia 9240 Centreville Road Easton, MD 21601 Beneficiary number: 800-645-0011 <i>Email Address:</i> DC_BeneficiaryProtection@dcqio.sdps.org
Florida	FMQAI 5201 W Kennedy Blvd, Suite 900 Tampa, FL 33609 Beneficiary number: 800-844-0795 <i>Email Address:</i> FL_BeneficiaryProtection@flqio.sdps.org

Georgia	<p>Georgia Medical Care Foundation  1455 Lincoln Parkway, Suite 800  Atlanta, GA 30346  Beneficiary number: 800-982-0411  <i>Email Address:</i>  GA_BeneficiaryProtection@gaqio.sdps.org</p>
Hawaii	<p>Mountain-Pacific Quality Health  3404 Cooney Dr.  Helena, MT 59602  Beneficiary number: 800-497-8232  <i>Email Address:</i>  HI_BeneficiaryProtection@hiqio.sdps.org</p>
Idaho	<p>Qualis Health  720 Park Blvd, Suite 120  Boise, ID 83712  Beneficiary number: 877-290-4346  <i>Email Address:</i>  ID_BeneficiaryProtection@idqio.sdps.org</p>
Illinois	<p>IFMC-IL  711 Jorie Boulevard, Suite 301  Oak Brook, IL 60523-4425  Beneficiary number: 800-647-8089  <i>Email Address:</i>  IL_BeneficiaryProtection@ilqio.sdps.org</p>
Indiana	<p>Health Care Excel  2901 Ohio Boulevard, Suite 112  Terre Haute, IN 47803  Beneficiary number: 800-288-1499  <i>Email Address:</i>  IN_BeneficiaryProtection@inqio.sdps.org</p>
Iowa	<p>Iowa Foundation for Medical Care  1776 West Lakes Parkway  West Des Moines, IA 50266  Beneficiary number: 800-752-7014  <i>Email Address:</i>  IA_BeneficiaryProtection@iaqio.sdps.org</p>
Kansas	<p>Kansas Foundation for Medical Care, Inc.</p>

	<p>2947 SW Wanamaker Drive  Topeka, KS 66614  Beneficiary number: 800-432-0407  <i>Email Address:</i>  KS_BeneficiaryProtection@ksqio.sdps.org</p>
Kentucky	<p>Health Care Excel  1941 Bishop Lane, Suite 400  Louisville, KY 40218  Beneficiary number: 800-288-1499  <i>Email Address:</i>  KY_BeneficiaryProtection@kyqio.sdps.org</p>
Louisiana	<p>eQHealth Solutions  8591 United Plaza Blvd., Suite 270  Baton Rouge, LA 70809  Beneficiary number: 800-433-4958  <i>Email Address:</i>  LA_BeneficiaryProtection@laqio.sdps.org</p>
Maine	<p>Northeast Health Care Quality Foundation  15 Old Rollinsford Rd., Suite 302  Dover, NH 03820-2830  Beneficiary number: 800-772-0151  <i>Email Address:</i>  ME_BeneficiaryProtection@meqio.sdps.org</p>
Maryland	<p>Delmarva Foundation for Medical Care, Inc.  9240 Centreville Road  Easton, MD 21601  Beneficiary number: 800-492-5811  <i>Email Address:</i>  MD_BeneficiaryProtection@md2qio.sdps.org</p>
Massachusetts	<p>MassPRO  245 Winter Street  Waltham, MA 02451  Beneficiary number: 800-252-5533  <i>Email Address:</i>  MA_BeneficiaryProtection@maqio.sdps.org</p>
Michigan	<p>MPRO  22670 Haggerty Road, Suite 100  Farmington Hills, MI 48335-2611</p>

	<p>Beneficiary number: 800-365-5899  <i>Email Address:</i>  MI_BeneficiaryProtection@miqio.sdps.org</p>
Minnesota	<p>Stratis Health  2901 Metro Dr., Suite 400  Bloomington, MN 55425  Beneficiary number: 800-444-3423  <i>Email Address:</i>  MN_BeneficiaryProtection@mnqio.sdps.org</p>
Mississippi	<p>Information and Quality Healthcare (IQH)  385B Highland Colony Pkway, Suite 504  Ridgeland, MS 39157  Beneficiary number: 800-844-0600  <i>Email Address:</i>  MS_BeneficiaryProtection@msqio.sdps.org</p>
Missouri	<p>Primaris  200 North Keene Street  Columbia, MO 65201  Beneficiary number: 800-347-1016  <i>Email Address:</i>  MO_BeneficiaryProtection@moqio.sdps.org</p>
Montana	<p>Mountain-Pacific Quality Health Foundation  3404 Cooney Dr.  Helena, MT 59602  Beneficiary number: 800-497-8232  <i>Email Address:</i>  MT_BeneficiaryProtection@mtqio.sdps.org</p>
Nebraska	<p>CIMRO of Nebraska  1230 O Street, Suite 120  Lincoln, Nebraska 68508  Beneficiary number: 800-458-4262  <i>Email Address:</i>  NE_BeneficiaryProtection@neqio.sdps.org</p>
Nevada	<p>Health Insight  6830 W. Oquendo Road, Suite 102  Las Vegas, NV 89118  Beneficiary number: 800-748-6773  <i>Email Address:</i></p>

	NV_BeneficiaryProtection@nvqio.sdps.org
New Hampshire	Northeast Health Care Quality Foundation 15 Old Rollinsford Rd., Suite 302 Dover, NH 03820-2830 Beneficiary number: 800-772-0151 <i>Email Address:</i> NH_BeneficiaryProtection@nhqio.sdps.org
New Jersey	Healthcare Quality Strategies Inc. (HQSI) 557 Cranbury Rd., Suite 21 East Brunswick, NJ 08816 Beneficiary number: 800-624-4557 TTY users 1-800-752-8420 <i>Email Address:</i> NJ_BeneficiaryProtection@njqio.sdps.org
New Mexico	New Mexico Medical Review Association (NMMRA) 5801 Osuna Road NE, Suite 200 Albuquerque, NM 87109 Beneficiary number: 800-663-6351 <i>Email Address:</i> NM_BeneficiaryProtection@nmqio.sdps.org
New York	IPRO 1979 Marcus Avenue, First Floor Lake Success, NY 11042 Beneficiary number: 800-331-7767 <i>Email Address:</i> NY_BeneficiaryProtection@nyqio.sdps.org
North Carolina	The Carolinas Center for Medical Excellence 100 Regency Forest Drive, Suite 200 Cary, NC 27511 Beneficiary number: 800-633-4227 <i>Email Address:</i> NC_BeneficiaryProtection@ncqio.sdps.org
North Dakota	North Dakota Health Care Review, Inc. 800 31st Ave SW Minot, ND 58701 Beneficiary number (instate):800-472-2902 Beneficiary number (out of state): 888-472-2909 <i>Email Address:</i>

	ND_BeneficiaryProtection@ndqio.sdps.org
Ohio	Ohio KePRO Rock Run Center #100 5700 Lombardo Center Drive Seven Hills, OH 44131 Beneficiary number: 800-589-7337 <i>Email Address:</i> OH_BeneficiaryProtection@ohqio.sdps.org
Oklahoma	Oklahoma Foundation for Medical Quality 14000 Quail Springs Parkway, Suite 400 Oklahoma City, Ok 73134-2600 Beneficiary number: 800-522-3414 <i>Email Address:</i> OK_BeneficiaryProtection@okqio.sdps.org
Oregon	Acumentra Health 2020 SW Fourth Avenue, Suite 520 Portland, OR 97201 Beneficiary number: 800-344-4354 <i>Email Address:</i> OR_BeneficiaryProtection@orqio.sdps.org
Pennsylvania	Quality Insights of Pennsylvania 2601 Market Place Street, Suite 320 Harrisburg, PA 17110 Beneficiary number: 800-322-1914 <i>Email Address:</i> PA_BeneficiaryProtection@paqio.sdps.org
Puerto Rico	Quality Improvement Professional Research Organization (QIPRO, Inc.) Mercantil Plaza Building 2 Ponce de Leon Avenue, Suite 709 San Juan, PR 00918-1696 Beneficiary number: 877-566-0566 <i>Email Address:</i> PR_BeneficiaryProtection@prqio.sdps.org
Rhode Island	Quality Partners of Rhode Island 235 Promenade St., Suite 500 Mail Box #18 Providence, RI 02908

	<p>Beneficiary number: 800-662-5028  <i>Email Address:</i>  RI_BeneficiaryProtection@riqio.sdps.org</p>
South Carolina	<p>The Carolinas Center for Medical Excellence  246 Stoneridge Drive, Suite 200  Columbia, SC 29210  Beneficiary number: 800-633-4227  <i>Email Address:</i>  SC_BeneficiaryProtection@scqio.sdps.org</p>
South Dakota	<p>South Dakota Foundation for Medical Care  2600 W 49th Street, Suite 300  Sioux Falls, SD 57105  Beneficiary number: 800-658-2285  <i>Email Address:</i>  SD_BeneficiaryProtection@sdqio.sdps.org</p>
Tennessee	<p>QSource  3175 Lenox Park Boulevard, Suite 309  Memphis, TN 38115  Beneficiary number: 800-528-2655  <i>Email Address:</i>  TN_BeneficiaryProtection@tnqio.sdps.org</p>
Texas	<p>TMF Health Quality Institute  Bridgepoint I, Suite 300  5918 West Courtyard Drive  Austin, TX 78730-5036  Beneficiary number: 800-725-9216  <i>Email Address:</i>  TX_BeneficiaryProtection@txqio.sdps.org</p>
Utah	<p>Health Insight  348 East 4500 South, Suite 300  Salt Lake City, UT 84107  Beneficiary number: 800-748-6773  <i>Email Address:</i>  UT_BeneficiaryProtection@utqio.sdps.org</p>
Vermont	<p>Northeast Health Care Quality Foundation  15 Old Rollinsford Rd., Suite 302  Dover, NH 03820-2830  Beneficiary number: 800-772-0151  <i>Email Address:</i></p>

	VT_BeneficiaryProtection@vtqio.sdps.org
Virgin Islands	Virgin Islands Medical Institute, Inc. #1AD Estate Diamond Ruby PO Box 5989, Sunny Isle St. Croix, VI 00823-5989 Beneficiary number: 340-712-2444 <i>Email Address:</i> VI_BeneficiaryProtection@viqio.sdps.org
Virginia	VHQC 9830 Mayland Drive, Ste J Richmond, VA 23233 Beneficiary number: 800-545-3814 <i>Email Address:</i> VA_BeneficiaryProtection@vaqio.sdps.org
Washington	Qualis Health PO Box 33400 Seattle, WA 98133-9075 Beneficiary number: 800-949-7536 <i>Email Address:</i> WA_BeneficiaryProtection@waqio.sdps.org
West Virginia	West Virginia Medical Institute 3001 Chesterfield Place Charleston, WV 25304 Beneficiary number: 800-642-8686 Ext. 2266 <i>Email Address:</i> WV_BeneficiaryProtection@wv2qio.sdps.org
Wisconsin	MetaStar, Inc. 2909 Landmark Place Madison, WI 53713 Beneficiary number: 800-362-2320 <i>Email Address:</i> WI_BeneficiaryProtection@wiqio.sdps.org
Wyoming	Mountain-Pacific Quality Health 3404 Cooney Dr. Helena, MT 59602 Beneficiary number: 800-497-8232 <i>Email Address:</i> WY_BeneficiaryProtection@wyqio.sdps.org

--	--