

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
Center for Medicare
7500 Security Boulevard
Baltimore, Maryland 21244-1850



MEDICARE-MEDICAID COORDINATION OFFICE

DATE: June 4, 2019

TO: Medicare-Medicaid Plans and Minnesota Senior Health Options Plans

FROM: Lindsay P. Barnette
Director, Models, Demonstrations & Analysis Group

SUBJECT: Quality Improvement Organization Updates

Beginning June 8, 2019, some Quality Improvement Organization (QIO) assignments or contact information will change. The purpose of this memorandum is to notify Medicare-Medicaid Plans (MMPs) and Minnesota Senior Health Options (MSHO) Plans of QIO assignments by region and state, provide current QIO contact information, and give instructions for informing plan members of these changes.

KEPRO will serve as the QIO for states in regions 1, 4, 6, 8, and 10 as seen in Table 1 at the end of this memorandum. Livanta will be the QIO for states in regions 2, 3, 5, 7, and 9 as illustrated in Table 2 at the end of this memorandum. Current toll-free telephone and TTY numbers, mailing addresses, and links to websites where more information can be found are also included in Tables 1 and 2.

In accordance with the Contract Year (CY) 2019 Medicare Communications and Marketing Guidelines (MCMG) and state-specific marketing guidance, MMPs and MSHO Plans in states where QIO assignment or contact information has changed must update the CY 2019 Member Handbooks posted on their websites. In addition, MMPs and MSHO Plans must follow instructions in the MCMG and state-specific marketing guidance for “Mid-Year Change Notification to Enrollees” and notify current enrollees, who requested hard copy (or alternate format) Member Handbooks, of these changes. We remind MMPs and MSHO Plans that they must not use the errata process for these updates.

MMPs in Illinois, Ohio, South Carolina, and Texas, whose CY 2020 model member materials were recently issued through the Health Plan Management System (HPMS), must update their CY 2020 model materials with current QIO information before submitting to HPMS for approval and providing to plan members. We will work with MMPs and MSHO Plans in states whose CY 2020 model member materials have not yet been issued to ensure correct QIO information is included before release.

We will also post this memorandum to the Financial Alignment Initiative website at <https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid->

[Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPMarketingInformationandResources.html](#). If you have any questions about the contents of this memorandum, please contact the Medicare-Medicaid Coordination Office at MMCOCapsModel@cms.hhs.gov.

Table 1. KEPRO QIO State Assignments and Contact Information¹

Region 1 Connecticut Maine Massachusetts New Hampshire Rhode Island Vermont	Region 4 Alabama Florida Georgia Kentucky Mississippi North Carolina South Carolina Tennessee	Region 6 Arkansas Louisiana New Mexico Oklahoma Texas	Region 8 Colorado Montana North Dakota South Dakota Utah Wyoming	Region 10 Alaska Idaho Oregon Washington
Toll-free Phone 888-319-8452	Toll-free Phone 888-317-0751	Toll-free Phone 888-315-0636	Toll-free Phone 888-317-0891	Toll-free Phone 888-305-6759
Toll-free TTY 855-843-4776	Toll-free TTY 855-843-4776	Toll-free TTY 855-843-4776	Toll-free TTY 855-843-4776	Toll-free TTY 855-843-4776
Mailing Address 5700 Lombardo Center Dr. Suite 100 Seven Hills, OH 44131	Mailing Address 5201 W Kennedy Blvd. Suite 900 Tampa, FL 33609	Mailing Address 5201 W Kennedy Blvd. Suite 900 Tampa, FL 33609	Mailing Address 5700 Lombardo Center Dr. Suite 100 Seven Hills, OH 44131	Mailing Address 5700 Lombardo Center Dr. Suite 100 Seven Hills, OH 44131
Website www.keproqio.com	Website www.keproqio.com	Website www.keproqio.com	Website www.keproqio.com	Website www.keproqio.com

¹ Find more information about the KEPRO QIO transition on the website at this link:
<https://www.keproqio.com/providers/transition>.

Table 2. Livanta QIO State Assignments and Contact Information²

Region 2 New Jersey New York Puerto Rico Virgin Islands	Region 3 Delaware Maryland Pennsylvania Virginia Washington, DC West Virginia	Region 5 Illinois Indiana Michigan Minnesota Ohio Wisconsin	Region 7 Iowa Kansas Missouri Nebraska	Region 9 American Samoa Arizona California Guam Hawaii Nevada Northern Mariana Islands
Toll-free Phone 866-815-5440	Toll-free Phone 888-396-4646	Toll-free Phone 888-524-9900	Toll-free Phone 888-755-5580	Toll-free Phone 877-588-1123
Toll-free TTY 866-868-2289	Toll-free TTY 888-985-2660	Toll-free TTY 888-985-8775	Toll-free TTY 888-985-9295	Toll-free TTY 855-887-6668
Mailing Address 10820 Guilford Rd. Suite 202 Annapolis Junction, MD 20701	Mailing Address 10820 Guilford Rd. Suite 202 Annapolis Junction, MD 20701	Mailing Address 10820 Guilford Rd. Suite 202 Annapolis Junction, MD 20701	Mailing Address 10820 Guilford Rd. Suite 202 Annapolis Junction, MD 20701	Mailing Address 10820 Guilford Rd. Suite 202 Annapolis Junction, MD 20701
Website www.livantaqio.com	Website www.livantaqio.com	Website www.livantaqio.com	Website www.livantaqio.com	Website www.livantaqio.com

² Find more information about the Livanta QIO transition on the website at this link:
<https://livantaqio.com/en/provider/transition>.