



**MEDICARE-MEDICAID COORDINATION OFFICE**

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**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](mailto:MMCOCapsModel@cms.hhs.gov).

**Table 1. KEPRO QIO State Assignments and Contact Information<sup>1</sup>**

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

<sup>1</sup> 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 Information<sup>2</sup>**

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

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