

Subject: Change in QIO contractors for Medicare health plan enrollees – **CORRECTION**

As reflected below, CMS updated the Livanta address and added TTY numbers to the chart provided in an HPMS e-mail on May 31, 2019. To reiterate, CMS is beginning the new Beneficiary & Family Centered Care (BFCC) Quality Improvement Organization (QIO) contract. CMS has selected two contractors, Livanta and KEPRO, to conduct case review work in beneficiary appeals and quality-of-care reviews.

On June 8, 2019, the QIOs will move to the regional structure. KEPRO will serve regions 1, 4, 6, 8 and 10. Livanta will serve regions 2, 3, 5, 7 and 9. The result is a change of contractors in 25 states, as reflected below:

Region	Address	Contact
1 (CT, ME, MA, NH, RI, VT)	KEPRO 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	888-319-8452 833-868-4055 (fax) 855-843-4776 TTY
2 (NJ, NY, PR, VI)	Livanta BFCC-QIO Program 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701	866-815-5440 833-868-4056 (fax) 866-868-2289 TTY
3 (DE, DC, MD, PA, VA, WV)	Livanta BFCC-QIO Program 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701	888-396-4646 833-868-4057 (fax) 888-985-2660 TTY
4 (AL, FL, GA, KY, MS, NC, SC, TN)	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	888-317-0751 833-868-4058 (fax) 855-843-4776 TTY
5 (IL, IN, MI, MN, OH, WI)	Livanta BFCC-QIO Program 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701	888-524-9900 833-868-4059 (fax) 888-985-8775 TTY
6 (AR, LA, NM, OK, TX)	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	888-315-0636 833-868-4060 (fax) 855-843-4776 TTY

Region	Address	Contact
7 (IA, KS, MO, NE)	Livanta BFCC-QIO Program 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701	888-755-5580 833-868-4061 (fax) 888-985-9295 TTY
8 (CO, MT, ND, SD, UT, WY)	KEPRO 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	888-317-0891 833-868-4062 (fax) 855-843-4776 TTY
9 (AZ, CA, HI, NV, Pacific Islands)	Livanta BFCC-QIO Program 10820 Guilford Road, Suite 202 Annapolis Junction, MD 20701	877-588-1123 833-868-4063 (fax) 855-887-6668 TTY
10 (AK, ID, OR, WA)	KEPRO 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	888-305-6759 833-868-4064 (fax) 855-843-4776 TTY

KEPRO's transition info website: <https://www.keproqio.com/providers/transition>

Livanta's transition info website: <https://livantaqio.com/en/provider/transition>

Plans impacted by this change must update their Evidence of Coverage (EOC), as well as other materials that provide members with QIO information, on their website. Plans must also notify enrollees who requested hard copy (or alternate format) EOCs about this change. Plans may do this through a general newsletter, or by mailing or emailing (with permission) a specific addendum. CMS expects plans to do this within a reasonable timeframe.

Please note that CMS has not yet awarded the contract for higher-weighted DRG review and short-stay review; we will share information about these results when available.