

Subject: Change in QIO contractors for Medicare health plan enrollees

Message: CMS announces a new Beneficiary & Family Centered Care (BFCC) Quality Improvement Organization (QIO). On June 8, 2019, Livanta and KEPRO will be responsible for case review work for beneficiary appeals and quality-of-care reviews on a regional basis. KEPRO will serve regions 1, 4, 6, 8 and 10. Livanta will serve regions 2, 3, 5, 7 and 9, as 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)
2 (NJ, NY, PR, VI)	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	866-815-5440 833-868-4056 (fax)
3 (DE, DC, MD, PA, VA, WV)	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	888-396-4646 833-868-4057 (fax)
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)
5 (IL, IN, MI, MN, OH, WI)	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	888-524-9900 833-868-4059 (fax)

Region	Address	Contact
6 (AR, LA, NM, OK, TX)	KEPRO 5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	888-315-0636 833-868-4060 (fax)
7 (IA, KS, MO, NE)	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	888-755-5580 833-868-4061 (fax)
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)
9 (AZ, CA, HI, NV, Pacific Islands)	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	877-588-1123 833-868-4063 (fax)
10 (AK, ID, OR, WA)	KEPRO 5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	888-305-6759 833-868-4064 (fax)

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.