



Quality Improvement
Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



June 27, 2014

Dear Medicare Provider:

Beginning August 1, 2014, KEPRO will be the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) authorized by the Centers for Medicare & Medicaid Services (CMS) to review medical services provided to Medicare beneficiaries in Areas 2, 3 and 4 (District of Columbia, Delaware, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia, Alabama, Arkansas, Colorado, Kentucky, Louisiana, Mississippi, Montana, North Dakota, New Mexico, Oklahoma, South Dakota, Tennessee, Texas, Utah, Wyoming, Iowa, Illinois, Indiana, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio and Wisconsin).

As a BFCC-QIO, KEPRO is responsible for managing all Medicare beneficiary complaints and quality of care reviews to ensure consistency in the review process while taking into consideration local factors important to beneficiaries and their families.

In order to participate in the Medicare program, federal law requires certain providers to have a Memorandum of Agreement (MOA) with a QIO. MOAs are informational and outline the QIO's and provider's responsibilities during the review process.

The MOA describes: (a) KEPRO procedures with respect to certain contract obligations and (b) review and appeal rights providers have with respect to these obligations.

Section 1866 (a)(1)(E) of the Social Security Act requires providers of services to have an agreement with a QIO to release patient data.

Section 1866 (a)(1)(F)(I) of the Social Security Act requires a hospital that provides inpatient hospital services paid under the Prospective Payment System (PPS) to maintain an agreement with a QIO to review the validity of diagnostic information provided by that hospital, the completeness, adequacy and quality of care provided, the appropriateness of admissions and discharges, and the appropriateness of the care provided.

Section 1866 (a)(1)(F)(ii) of the Social Security Act requires hospitals, critical access hospitals, skilled nursing facilities, hospices, long-term acute care facilities, CORFs, and home health agencies to maintain an agreement with the QIO to perform certain functions.

Please download the MOA at www.tiny.cc/moa and return the signed document to KEPRO by July 31, 2014:

- Email as an attachment to moa.kepro@hcqis.org, or
- Fax to 216.654.1547 (Attn: MOA Coordinator)

We also request that you download the Provider Update Form at www.tiny.cc/update_form and return the completed form with your MOA so that we can update our records and better serve you.

If you have any questions, please feel free to email the MOA Coordinator at moa.kepro@hcqis.org.

Sincerely,

Gayle Smith, RN, MBA
Vice President, Public Programs, Federal