

November 2020

## News Insert

*Instructions: Thank you for sharing information about Medicare rights with people in your community. This information is valuable to share on your organization's website (e.g., in the program or educational section), in newsletters, and on bulletin boards.*

*Please copy and paste the information below to share information with your community about their Medicare rights. Information should be used **exactly** as written to maintain the accuracy of the information.*

*There are two versions for your use. Use version #1 (short version) when space is more limited, and version #2 (long version) that includes more detail when space permits.*

### **VERSION #1: SHORT VERSION**

#### **Learn about Your Medicare Rights**

Did you know that there is an organization that helps to protect the rights of Medicare beneficiaries? Kepro is contracted by the Centers for Medicare & Medicaid Services (CMS), so help is free for people with Medicare. Kepro offers three services to help improve the quality of care and health outcomes for people with Medicare.

If you have Medicare, you can:

- File a quality of care complaint about the quality of health care received from a Medicare provider.
- File an appeal if you feel too sick to be discharged from a hospital or if you feel that skilled services are ending too soon (including a skilled nursing facility, home health services, or hospice).
- Ask for assistance with an immediate problem with medical care or services by requesting Immediate Advocacy.

For more information about Kepro's services, please visit their website at [www.keproqio.com/bene](http://www.keproqio.com/bene) or [call Kepro](#) to speak to a customer service representative.

## VERSION #2: LONG VERSION

### If you have Medicare, Learn about the Rights you Have Under Medicare

Kepro is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for 29 states. Kepro offers three services to help improve the quality of care and health outcomes for people with Medicare.

If you have Medicare, you can:

- **File a quality of care complaint** about the quality of health care received from a Medicare provider. You may contact Kepro's Helpline, and a trained professional will help assist you with filling out the complaint form. The form is also available for download on Kepro's website at [www.keproqio.com/bene/qualityofcarecomp.aspx](http://www.keproqio.com/bene/qualityofcarecomp.aspx).
- **File an appeal** if you feel too sick to be discharged from a hospital or if you feel that skilled services are ending too soon (including a skilled nursing facility, home health services, or hospice). When services are ending, you will be given a form that explains your appeal rights. You can call Kepro, and a Kepro physician will review your medical record to determine if you still need continued medical services.
- **Ask for assistance with an immediate problem with medical care or services by requesting Immediate Advocacy.** Trained staff will contact your provider with your permission to see if a resolution can be found for your situation.

For more information about Kepro's services, please visit their website at [www.keproqio.com/bene](http://www.keproqio.com/bene) or [call Kepro](tel:18004472737) to speak to a customer service representative.