

# Who is Kepro and how do they help people who have Medicare?

## Read about Kepro's Free Services

### **Kepro, your Beneficiary and Family Centered Care Quality Improvement Organization, is available to help people who have Medicare.**

- Kepro can help you file an appeal if you feel that you are not ready to be discharged from a hospital or if your Medicare skilled services are ending too soon.

- Kepro can help you file a quality of care complaint if you or your family have a concern about the care that you received from a hospital, doctor, or others.
- Call Kepro and ask about Immediate Advocacy services if you need help to quickly resolve a problem about your medical care or services.

**Kepro's phone numbers are on page 2.**

## Read a story to learn more about Immediate Advocacy

### **What happens if you are being discharged from the hospital, but you don't feel like you're ready to go home yet?**

Andrea was in the hospital with pneumonia. When her friend Sherry visited, Andrea said that she was being discharged. But, she still felt weak and wanted to stay in the hospital for a few more days.

Sherry noticed paperwork on the bedside table. It was a form called "An Important Message from Medicare." The form included the phone number for Kepro and tells you what you need to do to appeal the discharge. Andrea asked her friend, Sherry, to call.

Sherry called Kepro. At the end of the appeals process, Kepro called with the results – the physician reviewers agreed with the hospital about the discharge.

The Kepro representative could tell that Andrea was upset and spent time talking with her and learned that Andrea wasn't ready to go home. She still felt weak, and she lived alone and had no one to help her.

In addition to helping to file discharge appeals, Kepro has another free service called Immediate Advocacy that helped to work through this issue.

The Kepro representative transferred the call to a Kepro nurse who talked with Andrea and her friend about Immediate Advocacy services. The Kepro nurse wanted to be sure that the patient was talking with with the appropriate hospital staff.

The patient said that she had not spoken with either the discharge planner or social worker and was concerned that she wouldn't have the chance before she had to leave the hospital.

After the patient agreed to the Immediate Advocacy process, the Kepro nurse called the hospital to make them aware of what was happening and asked that they talk with Andrea before she was discharged.

As a result of Immediate Advocacy services, the patient was able to speak with the social worker and discharge planner. The social worker provided information about local services that she may need such as transportation (if she was not able to drive) and meal service (since she lived alone and may not be able to get out right away). The discharge planner talked with Andrea about her plan of care and made sure that she understood it and was able to follow it.

Now, the patient had the needed information and understanding about the next steps. This will go far to ensure a successful discharge and continued recovery.

**If you are on Medicare and are not happy with the care you received or if you need help working through an issue that needs to be taken care of right away, please call Kepro and ask about Immediate Advocacy services.**

**Kepro's phone numbers are on page 2.**

# Kepro's Phone Numbers

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## When you should call Kepro.

- If you are not ready to be discharged from the hospital.
- If your Medicare skilled services are ending too soon. Examples of skilled services include things like physical therapy and nursing services.
- If you have a concern about the quality of care you received.
- If you have a concern about your medical care that needs to be taken care of right away.

Kepro provides these free services in 29 states. Please use the phone number for your state.

Connecticut Maine Massachusetts New Hampshire Rhode Island Vermont	Alabama Florida Georgia Kentucky Mississippi North Carolina South Carolina Tennessee	Arkansas Louisiana New Mexico Oklahoma Texas	Colorado Montana North Dakota South Dakota Utah Wyoming	Alaska Idaho Oregon Washington
<b>Toll-free Phone</b> 888-319-8452	<b>Toll-free Phone</b> 888-317-0751	<b>Toll-free Phone</b> 888-315-0636	<b>Toll-free Phone</b> 888-317-0891	<b>Toll-free Phone</b> 888-305-6759

## Phone Numbers for Other Organizations

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### When you should call 1-800-MEDICARE

**Telephone: 1-800-633-4227; Website: [www.medicare.gov](http://www.medicare.gov)**

Call for specific billing questions and questions about your claims, medical records, or expenses.

### When you should call your local State Health Insurance Assistance Program

**Telephone: 1-877-839-2675; Website: [www.shiphelp.org](http://www.shiphelp.org)**

- For help with reviewing your health or prescription drug plan options (especially helpful during Medicare's open enrollment period).
- To find out about assistance programs you might be eligible for.
- To help you understand Medicare eligibility guidelines and what Medicare covers and doesn't cover.
- To help you understand how Medicare works with supplemental policies, retiree coverage, Medicaid, and other insurers.

### When you should call your local Senior Medicare Patrol (SMP)

**Telephone: 877-808-2468; Website: [www.smpresource.org](http://www.smpresource.org)**

Call to learn how to prevent, detect, and report Medicare fraud, errors, and abuse. When you contact your local SMP, they will answer your questions and share tips to help you prevent problems before they happen.

Call if you think fraud, errors, or abuse have already happened. Your SMP will provide confidential support to address your concerns. They can also help report and refer issues to the appropriate state and federal agencies for further assistance.