

## **Advocacy For Quality Care**

Age Requirements

18 and over

Family

No

Intake Contact Email

Kepto.Communications@hcqis.org

Intake Process

Visit the website for information. Call the office.

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

KEPRO

<http://www.keproqio.com/>

Main

(888) 319-8452

Toll-Free

(844) 455-8708

5201 West Kennedy Boulevard, Suite 900

33609 FL

United States

Fee Structure

Call for Information

Languages Spoken

English

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Spanish

KEPRO has been awarded the Beneficiary and Family Centered Care Quality Improvement Organization contract by the Centers for Medicare and Medicaid

Services. KEPRO tries to assist Virginia's Medicare beneficiaries by providing them with access to information about their rights to quality care.

A Medicare beneficiary and his or her representative can contact KEPRO:

- To file a quality of care complaint about the quality of health care received from a Medicare provider or
- To file a discharge appeal when a beneficiary is being discharged from a hospital or skilled services (including nursing facility, home health services, or hospice) and
- For assistance with an immediate problem by requesting Immediate Advocacy

Please visit the website or call for more information about [KEPRO's services](#).

Translation services are available for beneficiaries and beneficiary caregivers who do not speak English.

Service Area(s)

Nationwide