



IMPORTANT CHANGE TO THE 2019 EVIDENCE OF COVERAGE

Effective 6/8/19, the contact information for the Quality Improvement Organization (QIO), KEPRO, is as follows:

Method	KEPRO: Alabama's Quality Improvement Organization – Contact Information
CALL	1-888-317-0751 Available 9 a.m. to 5 p.m., Monday through Friday (available on weekends and holidays from 11 a.m. to 3 p.m.).
TTY	711 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	KEPRO 5201 West Kennedy Blvd., Suite 900 Tampa, FL 33609
WEBSITE	www.keproqio.com

The contact information above replaces the KEPRO contact information that is located in your Evidence of Coverage in Chapter 2, Section 4.

As listed in Chapter 2, Section 4 of your Evidence of Coverage, you can contact KEPRO in any of these situations:

- You have a complaint about the quality of care you have received.
- You think coverage for your hospital stay is ending too soon.
- You think coverage for your home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services is ending too soon.

Should you have any questions, please contact VIVA MEDICARE Member Services at 1-800-633-1542 between the hours of 8 a.m. to 8 p.m., Monday through Friday (from October 1 to March 31, 8 a.m. to 8 p.m., 7 days a week). TTY users should call 711.