

June 27, 2019

Your Evidence of Coverage Updated! *Chapter 2, Section 4*

A designated Quality Improvement Organization for serving Medicare beneficiaries is contracted by the Federal government for each state. For Texas, the Quality Improvement Organization is KePRO.

The Centers for Medicare & Medicaid Services (CMS) announced a change in KePRO's contact information for the Beneficiary & Family Centered Care (BFCC) Quality Improvement Organization (QIO) Program **effective June 2019**.

Chapter 2, Section 4 of your Evidence of Coverage has been updated with the new contact information for KePRO. CMS requires Care N' Care to inform you of this change.

- Care N Care Classic (HMO)
- Care N Care Choice Plus (PPO)
- Care N Care Choice Premium (PPO)
- Care N Care Choice (PPO)
- Care N Care Choice MA-Only (PPO)

KePRO has a group of doctors and other healthcare professionals who are paid by the Federal government. This organization is paid by Medicare to check on and help improve the quality of care for people with Medicare. KePRO is an independent organization and not connected with Care N' Care.

You should 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 Out-patient Rehabilitation Facility (CORF) services are ending too soon.

To view the entire Evidence of Coverage for your plan, visit our website at:

<https://www.cnchealthplan.com/plan-documents-2019/>



Need Assistance?

Call your Healthcare Concierge toll-free at 1-877-374-7993 (TTY 711), October 1 - March 31, 8am to 8pm, CST, seven days a week or April 1 - September 30, 8am to 8pm, CST, Monday through Friday.

Sent by Care N' Care Insurance Company, Inc. 1701 River Run, Suite 402, Fort Worth, TX 76107

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