

Purpose of this communication:

To inform network home health agencies of a change to the contact information for the Quality Improvement Organization (QIO) assigned to Florida and provide a reminder regarding the Florida Blue and Coventry health plan contact information to be inserted in Notice of Medicare Non-Coverage (NOMNC) forms.

What do I need to know?

- There has been a change in the contact information for the QIO assigned to Florida, KePRO. The new KePRO contact information is as follows:

Phone: 1-888-317-0751

TTY: 1-855-843-4776

Fax: 1-833-868-4058

- The health plan specific contact information that must be inserted in NOMNCs issued to Florida Blue and Coventry members is as follows:
 - Coventry
Coventry Medicare Part C Appeals & Grievances
P.O. Box 14067
Lexington, KY 40512.
Phone: 1-800-932-2159
 - Florida Blue
Fast Appeals ONLY: 877-842-9118.
Standard Appeals: 800-926-6565
TTY 800-955-8770

What steps should I take as the Home Health Provider?

- Please update the QIO contact information in your NOMNC forms immediately.
- Ensure that you insert the correct health plan contact information in the NOMNC form.
- Ensure that you use the CMS approved NOMNC form. The CMS NOMNC and instructions for completing the NOMNC can be found at: <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/MAEDNotices.html>

**Thank you in advance for your cooperation and continued partnership.
If you have any questions, please contact your Network Management representative.**