



Kepro: Beneficiary Family Centered Care-Quality Improvement Organization (BFCC-QIO)

FEBRUARY 17, 2021

11:00 - 11:30 AM

Free

Target Audience:
Post-Acute Care Providers

KEPRO is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for 29 states. We offer information and assistance to providers, patients, and families regarding beneficiary complaints, discharge appeals and service terminations, and Immediate Advocacy,

Course Goals:

- Provide an overview of KEPRO's role as the BFCC-QIO
- Explain the services provided by KEPRO and how they affect the provider and patient: discharge appeals and service terminations, beneficiary complaints, Immediate Advocacy
- Understand KEPRO's collaboration efforts
- Review NOMNC Instructional Video
- Q & A

Due to the COVID-19 pandemic and recommendations from the Governor of Colorado, CHCA has decided to host all programs digitally until it has been determined to be safe to return to in person training's for the first half of 2021.

SPEAKER:

Shannon Sheppard

Shannon Sheppard is an Outreach Specialist with KEPRO, the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO). She covers CMS Regions 8 & 10. She received her Bachelor of Arts in Communications from Metropolitan State University of Denver and her Master of Public Health from University of Colorado. Shannon has worked in healthcare and nonprofits improving health outcomes within communities through education, outreach, and health promotion. In her role as an Outreach Specialist, she collaborates with stakeholders and providers to ensure the beneficiaries in her area receive quality care by raising awareness about Medicare rights and the role of the BFCC-QIO.