

CMS contracts with one organization – called Quality Improvement Organizations (QIOs) – in each state, as well as the District of Columbia, Puerto Rico, and the U.S. Virgin Islands to review complaints about the quality of health care received by Medicare beneficiaries. The list below contains contact information for each of the QIOs. When submitting a complaint to a QIO, a beneficiary or representative must identify the correct QIO for his/her State or territory using the list below. Please note that complaints may be emailed to the pertinent QIO and email addresses for each QIO are included in the contact information. However, e-mail messages sent to the Centers for Medicare and Medicaid Services (CMS) and/or QIOs travel through intermediate computers located on the Internet before reaching CMS and QIOs. As e-mail messages travel through the Internet, it is relatively easy for others to intercept and read private e-mail messages that were intended to be confidential. In addition to the inherent risk of the Internet, many Internet Service Providers (ISP) store copies of confidential e-mail messages on their mail servers before the e-mail messages are forwarded to CMS and QIOs. E-mail should not be considered as a private or secure delivery method of Personally Identifiable Information (PII) and Personal Health Information (PHI) to CMS and the QIOs. Individuals should carefully consider these security risks when sending e-mails to CMS and the QIOs. CMS and the QIOs will not be responsible for any loss or interception of PII data sent to CMS or the QIOs via e-mail. As such, CMS and the QIOs do not advise sending PII and PHI information via e-mail.

Alabama	<p>AQAF Two Perimeter Park South, Suite 200 West Birmingham, Alabama 35243 Beneficiary number: 800-760-3540 <i>Email Address:</i> AL_BeneficiaryProtection@alqio.sdps.org</p>
Alaska	<p>Mountain-Pacific Quality Health Foundation 4241 B. Street, Suite 303 Anchorage, Alaska 99503 Beneficiary number: 877-561-3202 <i>Email Address:</i> AK_BeneficiaryProtection@akqio.sdps.org</p>
Arizona	<p>Health Services Advisory Group, Inc. 3133 E. Camelback Road, Suite 300 Phoenix, AZ 85016-4501 Beneficiary number: 800-359-9909 <i>Email Address:</i> AZ_BeneficiaryProtection@azqio.sdps.org</p>
Arkansas	<p>Arkansas Foundation for Medical Care 1000 Fianna Way P.O. Box 180001 Fort Smith, AR 72918-0001 Beneficiary Helpline: 888-354-9100 <i>Email Address:</i></p>

	AR_BeneficiaryProtection@arqio.sdps.org
California	Health Services Advisory Group of California, Inc. (HSAG) 700 N. Brand Blvd., Suite 370, Glendale, CA 91203 Toll free number: 866-800-8749 <i>Email Address:</i> CA_BeneficiaryProtection@hsag.sdps.org
Colorado	Colorado Foundation for Medical Care (CFMC) 23 Inverness Way East, Suite 100 Englewood, CO 80112-5708 Beneficiary number: 800-727-7086 <i>Email Address:</i> CO_BeneficiaryProtection@coqio.sdps.org
Connecticut	Qualidigm 1111 Cromwell Avenue, Suite 201 Rocky Hill CT 06067 Beneficiary number: 800-553-7590 <i>Email Address:</i> CT_BeneficiaryProtection@ctqio.sdps.org
Delaware	Quality Insights of Delaware Baynard Bldg., Suite 100 3411 Silverside Rd. Wilmington, DE 19810 Beneficiary number: 866-475-9669 <i>Email Address:</i> DE_BeneficiaryProtection@deqio.sdps.org
District of Columbia	Delmarva Foundation of the District of Columbia 9240 Centreville Road Easton, MD 21601 Beneficiary number: 800-645-0011 <i>Email Address:</i> DC_BeneficiaryProtection@dcqio.sdps.org
Florida	FMQAI 5201 W Kennedy Blvd, Suite 900 Tampa, FL 33609 Beneficiary number: 800-844-0795 <i>Email Address:</i> FL_BeneficiaryProtection@flqio.sdps.org

Georgia	<p>Georgia Medical Care Foundation 1455 Lincoln Parkway, Suite 800 Atlanta, GA 30346 Beneficiary number: 800-982-0411 <i>Email Address:</i> GA_BeneficiaryProtection@gaqio.sdps.org</p>
Hawaii	<p>Mountain-Pacific Quality Health Foundation 1360 S. Beretania St., Suite 501 Honolulu, HI 96814 Beneficiary number: 800-524-6550 <i>Email Address:</i> HI_BeneficiaryProtection@hiqio.sdps.org</p>
Idaho	<p>Qualis Health 720 Park Blvd, Suite 120 Boise, ID 83712 Beneficiary number: 877-290-4346 <i>Email Address:</i> ID_BeneficiaryProtection@idqio.sdps.org</p>
Illinois	<p>IFMC-IL 711 Jorie Boulevard, Suite 301 Oak Brook, IL 60523-4425 Beneficiary number: 800-647-8089 <i>Email Address:</i> IL_BeneficiaryProtection@ilqio.sdps.org</p>
Indiana	<p>Health Care Excel 2901 Ohio Boulevard, Suite 112 Terre Haute, IN 47803 Beneficiary number: 800-288-1499 <i>Email Address:</i> IN_BeneficiaryProtection@inqio.sdps.org</p>
Iowa	<p>Iowa Foundation for Medical Care 1776 West Lakes Parkway West Des Moines, IA 50266 Beneficiary number: 800-752-7014 <i>Email Address:</i> IA_BeneficiaryProtection@iaqio.sdps.org</p>
Kansas	<p>Kansas Foundation for Medical Care, Inc.</p>

	<p>2947 SW Wanamaker Drive Topeka, KS 66614 Beneficiary number: 800-432-0407 <i>Email Address:</i> KS_BeneficiaryProtection@ksqio.sdps.org</p>
Kentucky	<p>Health Care Excel 1941 Bishop Lane, Suite 400 Louisville, KY 40218 Beneficiary number: 800-288-1499 <i>Email Address:</i> KY_BeneficiaryProtection@kyqio.sdps.org</p>
Louisiana	<p>eQHealth Solutions 8591 United Plaza Blvd., Suite 270 Baton Rouge, LA 70809 Beneficiary number: 800-433-4958 <i>Email Address:</i> LA_BeneficiaryProtection@laqio.sdps.org</p>
Maine	<p>Northeast Health Care Quality Foundation 15 Old Rollinsford Rd., Suite 302 Dover, NH 03820-2830 Beneficiary number: 800-772-0151 <i>Email Address:</i> ME_BeneficiaryProtection@meqio.sdps.org</p>
Maryland	<p>Delmarva Foundation for Medical Care, Inc. 9240 Centreville Road Easton, MD 21601 Beneficiary number: 800-492-5811 <i>Email Address:</i> MD_BeneficiaryProtection@md2qio.sdps.org</p>
Massachusetts	<p>MassPRO 245 Winter Street Waltham, MA 02451 Beneficiary number: 800-252-5533 <i>Email Address:</i> MA_BeneficiaryProtection@maqio.sdps.org</p>
Michigan	<p>MPRO 22670 Haggerty Road, Suite 100 Farmington Hills, MI 48335-2611</p>

	<p>Beneficiary number: 800-365-5899 <i>Email Address:</i> MI_BeneficiaryProtection@miqio.sdps.org</p>
Minnesota	<p>Stratis Health 2901 Metro Dr., Suite 400 Bloomington, MN 55425 Beneficiary number: 800-444-3423 <i>Email Address:</i> MN_BeneficiaryProtection@mnqio.sdps.org</p>
Mississippi	<p>Information and Quality Healthcare (IQH) 385B Highland Colony Pkway, Suite 504 Ridgeland, MS 39157 Beneficiary number: 800-844-0600 <i>Email Address:</i> MS_BeneficiaryProtection@msqio.sdps.org</p>
Missouri	<p>Primaris 200 North Keene Street Columbia, MO 65201 Beneficiary number: 800-347-1016 <i>Email Address:</i> MO_BeneficiaryProtection@moqio.sdps.org</p>
Montana	<p>Mountain-Pacific Quality Health Foundation 3404 Cooney Dr. Helena, MT 59602 Beneficiary number: 800-497-8232 <i>Email Address:</i> MT_BeneficiaryProtection@mtqio.sdps.org</p>
Nebraska	<p>CIMRO of Nebraska 1230 O Street, Suite 120 Lincoln, Nebraska 68508 Beneficiary number: 800-458-4262 <i>Email Address:</i> NE_BeneficiaryProtection@neqio.sdps.org</p>
Nevada	<p>Health Insight 6830 W. Oquendo Road, Suite 102 Las Vegas, NV 89118 Beneficiary number: 800-748-6773 <i>Email Address:</i></p>

	NV_BeneficiaryProtection@nvqio.sdps.org
New Hampshire	Northeast Health Care Quality Foundation 15 Old Rollinsford Rd., Suite 302 Dover, NH 03820-2830 Beneficiary number: 800-772-0151 <i>Email Address:</i> NH_BeneficiaryProtection@nhqio.sdps.org
New Jersey	Healthcare Quality Strategies Inc. (HQSI) 557 Cranbury Rd., Suite 21 East Brunswick, NJ 08816 Beneficiary number: 800-624-4557 TTY users 1-800-752-8420 <i>Email Address:</i> NJ_BeneficiaryProtection@njqio.sdps.org
New Mexico	New Mexico Medical Review Association (NMMRA) 5801 Osuna Road NE, Suite 200 Albuquerque, NM 87109 Beneficiary number: 800-663-6351 <i>Email Address:</i> NM_BeneficiaryProtection@nmqio.sdps.org
New York	IPRO 1979 Marcus Avenue, First Floor Lake Success, NY 11042 Beneficiary number: 800-331-7767 <i>Email Address:</i> NY_BeneficiaryProtection@nyqio.sdps.org
North Carolina	The Carolinas Center for Medical Excellence 100 Regency Forest Drive, Suite 200 Cary, NC 27511 Beneficiary number: 800-633-4227 <i>Email Address:</i> NC_BeneficiaryProtection@ncqio.sdps.org
North Dakota	North Dakota Health Care Review, Inc. 800 31st Ave SW Minot, ND 58701 Beneficiary number (instate):800-472-2902 Beneficiary number (out of state): 888-472-2909 <i>Email Address:</i>

	ND_BeneficiaryProtection@ndqio.sdps.org
Ohio	Ohio KePRO Rock Run Center #100 5700 Lombardo Center Drive Seven Hills, OH 44131 Beneficiary number: 800-589-7337 <i>Email Address:</i> OH_BeneficiaryProtection@ohqio.sdps.org
Oklahoma	Oklahoma Foundation for Medical Quality 14000 Quail Springs Parkway, Suite 400 Oklahoma City, Ok 73134-2600 Beneficiary number: 800-522-3414 <i>Email Address:</i> OK_BeneficiaryProtection@okqio.sdps.org
Oregon	Acumentra Health 2020 SW Fourth Avenue, Suite 520 Portland, OR 97201 Beneficiary number: 800-344-4354 <i>Email Address:</i> OR_BeneficiaryProtection@orqio.sdps.org
Pennsylvania	Quality Insights of Pennsylvania 2601 Market Place Street, Suite 320 Harrisburg, PA 17110 Beneficiary number: 800-322-1914 <i>Email Address:</i> PA_BeneficiaryProtection@paqio.sdps.org
Puerto Rico	Quality Improvement Professional Research Organization (QIPRO, Inc.) Mercantil Plaza Building 2 Ponce de Leon Avenue, Suite 709 San Juan, PR 00918-1696 Beneficiary number: 877-566-0566 <i>Email Address:</i> PR_BeneficiaryProtection@prqio.sdps.org
Rhode Island	Quality Partners of Rhode Island 235 Promenade St., Suite 500 Mail Box #18 Providence, RI 02908

	<p>Beneficiary number: 800-662-5028 <i>Email Address:</i> RI_BeneficiaryProtection@riqio.sdps.org</p>
South Carolina	<p>The Carolinas Center for Medical Excellence 246 Stoneridge Drive, Suite 200 Columbia, SC 29210 Beneficiary number: 800-633-4227 <i>Email Address:</i> SC_BeneficiaryProtection@scqio.sdps.org</p>
South Dakota	<p>South Dakota Foundation for Medical Care 2600 W 49th Street, Suite 300 Sioux Falls, SD 57105 Beneficiary number: 800-658-2285 <i>Email Address:</i> SD_BeneficiaryProtection@sdqio.sdps.org</p>
Tennessee	<p>QSource 3175 Lenox Park Boulevard, Suite 309 Memphis, TN 38115 Beneficiary number: 800-528-2655 <i>Email Address:</i> TN_BeneficiaryProtection@tnqio.sdps.org</p>
Texas	<p>TMF Health Quality Institute Bridgepoint I, Suite 300 5918 West Courtyard Drive Austin, TX 78730-5036 Beneficiary number: 800-725-9216 <i>Email Address:</i> TX_BeneficiaryProtection@txqio.sdps.org</p>
Utah	<p>Health Insight 348 East 4500 South, Suite 300 Salt Lake City, UT 84107 Beneficiary number: 800-748-6773 <i>Email Address:</i> UT_BeneficiaryProtection@utqio.sdps.org</p>
Vermont	<p>Northeast Health Care Quality Foundation 15 Old Rollinsford Rd., Suite 302 Dover, NH 03820-2830 Beneficiary number: 800-772-0151 <i>Email Address:</i></p>

	VT_BeneficiaryProtection@vtqio.sdps.org
Virgin Islands	Virgin Islands Medical Institute, Inc. #1AD Estate Diamond Ruby PO Box 5989, Sunny Isle St. Croix, VI 00823-5989 Beneficiary number: 340-712-2444 <i>Email Address:</i> VI_BeneficiaryProtection@viqio.sdps.org
Virginia	VHQC 9830 Mayland Drive, Ste J Richmond, VA 23233 Beneficiary number: 800-545-3814 <i>Email Address:</i> VA_BeneficiaryProtection@vaqio.sdps.org
Washington	Qualis Health PO Box 33400 Seattle, WA 98133-9075 Beneficiary number: 800-949-7536 <i>Email Address:</i> WA_BeneficiaryProtection@waqio.sdps.org
West Virginia	West Virginia Medical Institute 3001 Chesterfield Place Charleston, WV 25304 Beneficiary number: 800-642-8686 Ext. 2266 <i>Email Address:</i> WV_BeneficiaryProtection@wv2qio.sdps.org
Wisconsin	MetaStar, Inc. 2909 Landmark Place Madison, WI 53713 Beneficiary number: 800-362-2320 <i>Email Address:</i> WI_BeneficiaryProtection@wiqio.sdps.org
Wyoming	Mountain-Pacific Quality Health Foundation 3404 Cooney Dr. Helena, MT 59602 Beneficiary number: 877-810-6248 <i>Email Address:</i> WY_BeneficiaryProtection@wyqio.sdps.org

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