



Quick-Start Guide

Medicare Quality HelpLine App

1

Download / Installation

Livanta has made a QR code available on promotional materials for the app. A QR Code is a specially designed barcode for use with SmartPhones. Users scan the QR code with their SmartPhone and then will be taken to the app store to download the app. If the user does not have a QR code reader, they can:

- 1) Install a free reader through his or her phone's app store.
- 2) Search for "Medicare Quality HelpLine" in the app store.



Follow the instructions from your phone's app store to install the app. The Medicare Quality HelpLine icon will be placed on your phone's home screen and/or in your list of applications.

Step 1:

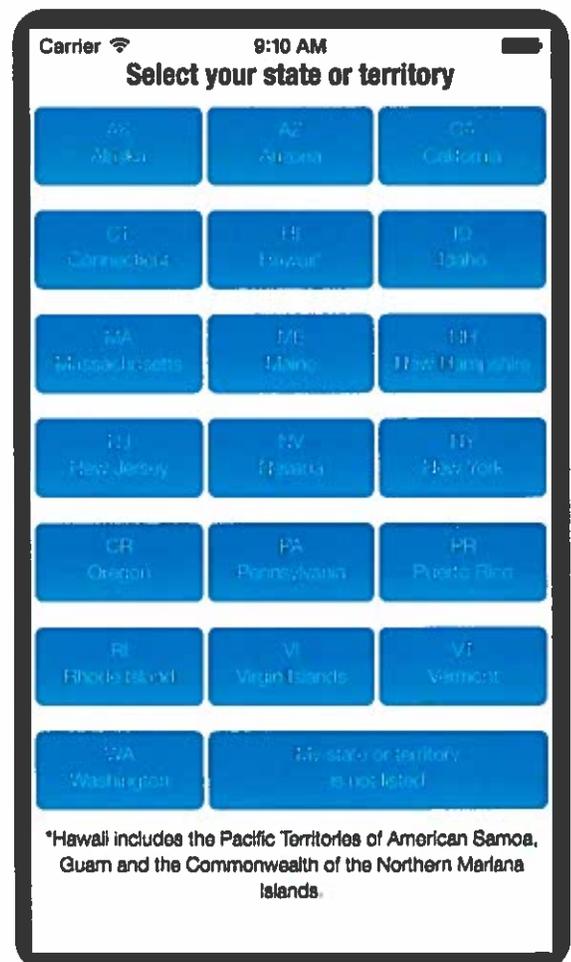
Open the App

The app can be opened by tapping on the icon from your home screen or app list.

Step 2:

Select Your State (First Time Only)

The first time you run the app, you will be prompted to select your state. Please select the state in which the person with the complaint is receiving care. If you are the caregiver, and live in a different state from the person on Medicare, please select the state where the Medicare beneficiary is receiving care. If the care is provided in a different state, you will have the ability to change your state within the app. See Step 4 for more information.





Quick-Start Guide

Medicare Quality HelpLine App

2

Step 3:

Contact Livanta

After you have selected the state in Step 2, or any subsequent time you run the app, you will be taken to a page that includes a button to press to call Livanta. Tap the “Press Here to Call Us” button, and the app will bring up the phone function, with the Medicare Quality HelpLine number pre-entered. You will be connected to one of Livanta’s representatives who will help you with your concern. You may close the app once the call has been completed.

Step 4:

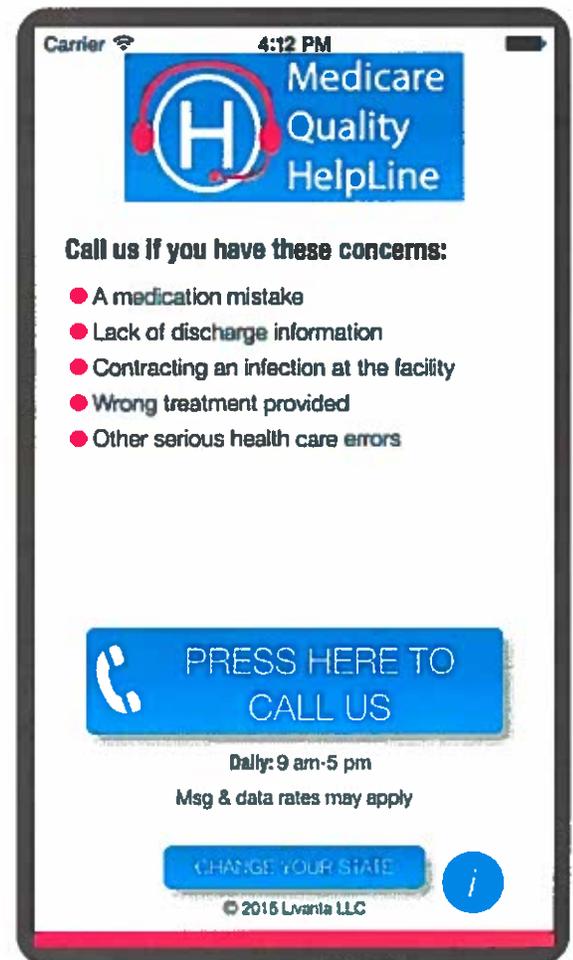
Change Your State

As mentioned in Step 2, the state you select should be the state where the person on Medicare is receiving care. If you need to change your state selection for any reason, tap the “CHANGE YOUR STATE” button. Tap the state you want. You will see a “Thank You” page briefly displayed before the “PRESS HERE TO CALL US” button is activated.

Step 5:

More Information

You can tap the white “i” in the blue circle for more general information and disclaimers from Livanta.



This material was prepared by Livanta LLC, the Medicare Quality Improvement Organization for BFCC Areas 1 and 5, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 11SOW-MD-2015-QIOBFCC-BENE18