



Health
SOLUTIONS



QIO Provider Update

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eQHealth/Kepro Announces Operational Changes

Effective Monday, September 12, 2022, the following operational changes will take affect:

- **Change of Address**

The eQHealth/Kepro office has moved to a new address. Effective immediately, you may send your mail correspondence and packages to the following address:

**eQHealth/Kepro
500 Waters Edge
Suite 125
Lombard, IL 60148**

Please note that all mail and packages sent to the old address will be forwarded directly to the new office through the end of the year.

- **New Phone Systems**

To improve communications, eQHealth/Kepro is upgrading to a cloud-based technology phone system. Beginning September 12, 2022, the eQHealth/Kepro office will employ this efficient online call center to provide optimal customer support.

IMPORTANT! *The office phone and fax numbers have NOT changed.*

We appreciate your patience as our staff begins using the new phone system. If you experience any technical difficulties or have questions, please contact us by submitting an Online Helpline ticket or leaving a voicemail message.

Need Assistance? Please submit a ticket using the Online Helpline in eQSuite® and provide details of your request or question. Providers who do not have access to eQSuite® or need password assistance may contact the Helpline at (800) 418-4045 Monday through Friday, 8:30 a.m. to 5:00 p.m., CST, except holidays.

THANK YOU FOR YOUR CONTINUED SUPPORT!