

June 1, 2008
Provider Bulletin

Quality Assessment and Performance Improvement Program

Under federal and state regulations, managed care organizations must have an organized Quality Assessment and Performance Improvement (QAPI) program. BlueChoice HealthPlan is strongly committed to quality improvement. We are committed to working with you to provide access to quality, cost-effective care and to have a systematic process to monitor and evaluate the quality and appropriateness of the care and service our members receive.

QAPI Program Scope

The QAPI program includes the development and implementation of standards for clinical care and service, measuring conformity to those standards and taking action to improve performance. The scope of the QAPI program includes, but is not limited to, the evaluation of:

- Care and service provided in all health delivery settings.
- Provider and enrollee satisfaction.
- Provider site facilities and medical records.
- Provider promotion of preventive health services, exams and management of member health status.
- Internal health plan organizational performance.

What Providers Can Do to Support the QAPI Program

Providers support the activities of the QAPI Program by:

- Providing access to medical records for quality improvement projects and studies,
- Participating in the facility and medical record review process,
- Completing corrective action plans when applicable,
- Responding in a timely manner to requests for written information and documentation if a quality of care or grievance issue has been filed, and
- Using preventive health and clinical practice guidelines in member care.

QAPI Program Work Plan and Annual Evaluation

BlueChoice HealthPlan develops an annual work plan of activities based on the results of the previous year's QAPI program evaluation. We review and assess the QAPI program's effectiveness annually in our evaluation. The evaluation is a written description of our ability to implement the QAPI program, meet program objectives and develop and implement plans to improve the quality of care and service provided to our members.

Performance Improvement Studies and Projects

The Healthcare Effectiveness Data and Information Set (HEDIS[®]) is a core set of performance measures used to determine the effectiveness of a plan and its providers in ensuring quality of care and services to adults and children. BlueChoice HealthPlan measures the effectiveness of its care and services through:

- HEDIS measures, and
- Performance Improvement Projects (PIPs), which include focused studies that measure quality of care and service in specified clinical and nonclinical care areas.

We ask providers to support and contribute to our efforts to improve HEDIS measure rates. Our Quality Management staff contacts a provider's office to arrange for a review or to copy medical records required for quality improvement studies or HEDIS.

Member Satisfaction Surveys

BlueChoice HealthPlan participates in the Consumer Assessment of Healthcare Providers and Systems (CAHPS), an annual National Committee for Quality Assurance (NCQA) survey of members to measure satisfaction with the service and care they receive from BlueChoice HealthPlan and its network providers. The survey measures access to care, member satisfaction with the managed care plan and satisfaction with the providers' communications and office staff performance. We communicate the results of the CAHPS survey to both members and providers.