

## 6.4 Quality Review and Oversight

- Records of grievances, appeals and compliments are stored, tracked and reviewed by the Vice President of Clinical Excellence or designee.
- Providers may be asked to investigate individual or aggregate grievances and may be asked to define action improvement plans, as necessary.
- Results of activities are reported to the Quality Utilization and Management (QUM) Committee to determine ongoing issues, trends and opportunities for improvement. Recommendations may also be made to limit a provider's participation in the network.
- The results of the review and analysis are also reported to the Quality Management Committee.

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**Trial version converts only first 100000 characters. Evaluation only.**

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