

6.4 Quality Review and Oversight

Records of complaints and appeals are stored, tracked, and reviewed by the Vice President of Clinical Excellence or designee.

Providers may be asked to investigate individual or aggregate complaints 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.