

Sample Routine Provider Quality Improvement Review Tool

CONTRACTOR shall cooperate with the LME/MCO's written program for Quality Assessment and Performance Improvement established in accordance with 42 CFR §438.240 ("QM Plan"), shall implement quality improvement projects as directed by the LME/MCO and shall provide data to the LME/MCO in the implementation of any reports, studies or improvement projects required of the LME/MCO by the department.

Review of provider quality improvement plans, and activities will be conducted as part of required Routine Post Payment Review. Feedback regarding the review will be provided by the Network Performance Unit of Network Performance and Integrity, along with the Report of Findings, which details the overall results of the Routine Provider Post Payment Review.

Date of review: _____

Name, credentials and title of reviewer: _____

The QM Plan shall, at a minimum, (any item marked unmet must include comments):

1. Measure the performance of the provider's outcomes from service provisions based on global performance indicators. Examples include, but are not limited to: conducting peer review activities such as identification of practices that do not meet standards, recommendation of appropriate action to correct deficiencies and ongoing monitoring of corrective actions.

☐ Met ☐ Unmet Comments: _____

2. Measure provider performance through self-audits of medical records for inclusion of all required elements.

☐ Met ☐ Unmet Comments: _____

3. Monitor the quality of care furnished to enrollees.

☐ Met ☐ Unmet Comments: _____

4. Address provider plan for meeting standards related to critical incident responses and reporting, responses to enrollee grievances or complaints and maintenance of changes implemented in response to Plans of Correction required by the LME/MCO.

☐ Met ☐ Unmet Comments: _____