Mission Statement

To promote continuous quality improvement while ensuring members get the right care at the right time in the right setting
Focus Areas of Quality & Utilization Management

- Quality
- Credentialing
- Utilization Management
- Pharmacy
Medical Directors

- Dr. Susan Paulson, MD, Chief Senior Medical Director
- Dr. Charles McKinzie, MD, Assistant Chief Medical Director
- Dr. Kristi Gagne, MD, Family Medicine Medical Director
- Dr. Greg Thelen, MD, Psychiatric Medical Director
- Dr. Mark Simmons, DDS, Dental Care Director
Quality

- Quality measures (Healthcare Effectiveness Data and Information Set [HEDIS], Star Ratings, Consumer Assessment of Healthcare Providers and Systems [CAHPS])
- Performance Improvement Projects (PIPs)
- Quality Improvement Projects (QIPs)
- Focus studies
- Appeals and Grievances
- Site visits
- Health Record/Mental Health Record Reviews
- Quality Assessment
- Quality Work Plan
- Quality and Care Coordination Committee (QCCC)
Credentialing/Recredentialing

- Evaluate and select practitioners who are qualified to provide quality care to our members
- Check credentials for documented evidence of licensure, education, training, experience, or other qualifications
- Monitor practitioners, sanctions, complaints, and quality issues on an ongoing basis between recredentialing cycles
- Recredential practitioners every 36 months
- Reverify that practitioners remain qualified to provide care to our members
- Provide quarterly and annual reporting of practitioner data to our regulators
Utilization Management (UM)

Functions

- Systematically review and control the use of services to optimize efficiency and appropriateness of care
- Focus on appropriateness, effectiveness, and quality of services provided
UM: Service Authorization and Medical Necessity

- Three types of Service Authorization reviews
  - Prospective
  - Concurrent
  - Retrospective

- Levels of Service Authorization
  - Standard review
  - Expedited review

- Medical necessity
  - Criteria based
  - Items or services that may be reasonably justified as reasonable, necessary, and/or appropriate based on evidence-based clinical standards of care

- Appeal rights
Pharmacy

- Pharmacy Benefits Manager (PBM), MedImpact
  - Administers the prescription drug benefit component
  - Processes and pays for prescription drug claims
  - Strives to provide access to medications while still keeping costs to a minimum
  - Assists in developing formulary or medication tiers, prior authorization criteria, and step therapy programs