



**BLUE CROSS BLUE SHIELD OF ILLINOIS
POLICY**

DEPARTMENT: Network Provider Performance	POLICY NUMBER: 27	ORIGINAL EFFECTIVE DATE: 01/01/2019
POLICY TITLE: Collaborative Improvement Coaching for HMO Quality Improvement Projects		EFFECTIVE DATE: 01/01/2023
		LAST REVISION DATE: 1/1/2023
EXECUTIVE OWNER: DSVP IL Health Care Delivery	BUSINESS OWNER: Medical Director	LAST REVIEW DATE: 01/01/2023

I. SCOPE

This Policy applies to the Illinois Contracted HMO Commercial and Exchange Medical Group/Independent Physician Association or Physician Hospital Organization (hereinafter the “IPA”).

This Policy applies to the following lines of business and products:

Line of Business / Product Scope / Plan Scope/Contract Number (if applicable)	In Scope [x]
HMO Commercial	x
HMO Exchange	x

II. PURPOSE

- To assist IPAs performing below acceptable quality performance as set forth in the MSA QI projects
- To ensure the improvement of identified QI project deficiencies through ongoing engagement and process improvement at the IPA level

III. POLICY

Blue Cross and Blue Shield of Illinois (BCBSIL) monitors the performance of each contracted Medical Group/Independent Physician Association or Physician Hospital Organization (hereinafter the “IPA”) related to contracted benchmark goals and BCBSIL HMO network performance rates. An IPA who does not meet a minimally acceptable performance threshold, as determined by BCBSIL, is required to participate in Collaborative Quality Improvement Coaching (hereinafter the “CQuIC”) process. The determination of acceptable performance is based on the performance results of the Medical Service Agreement’s (MSA) Quality Improvement (QI) Projects released the prior year (corresponding to the MSA **and dates of service** from two years prior (see MSA, Exhibit 3, Letter H). The CQuIC should include efforts

and initiatives to improve performance for all measures performing below the network or national average as indicated by BCBSIL.

BCBSIL will work with the IPA to provide resources, coaching, and ongoing support to assist in performance improvement. An IPA who participates in CQuIC will remain in CQuIC until the following MSA year's performance data is released. Depending on follow-up performance improvement, an IPA's CQuIC may be discontinued or the CQuIC process continued at the discretion of the BCBSIL Medical Director.

IV. RELATED DOCUMENTS

QI – 27A Collaborative Improvement Coaching for HMO Quality Improvement Projects

V. POLICY REVIEWERS

Person Responsible for Review	Title	Date of Review
Elmer Abbo M.D.	Medical Director	11/02/2021
Elmer Abbo M.D.	Medical Director	10/14/2022

VI. POLICY REVISION HISTORY

Description of Changes	Revision Date
Transferred P&P to new P&P template	9/22/2021
Deleted duplicate paragraph and added verbiage	10/14/2022

VII. POLICY APPROVALS

Company, Division, Department and/or Committee	By: Name	Title	Approval date
BCBSIL P&P Committee			12/16/2021
BCBSIL P&P Committee			12/15/2022