



**BLUE CROSS BLUE SHIELD OF ILLINOIS
PROCEDURE**

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

I. SCOPE

This Procedure 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. PROCEDURE

1. The Medical Director and/or Administrator of an identified IPA who does not meet a determined minimally acceptable performance standard for the results released in the prior year's MSA Exhibit 3 (corresponding to the MSA **and dates of service** from two years prior) will be notified via email to require the IPA engage the HMO in CQuIC. The email will provide detail of why the IPA was determined to be deficient and outline opportunities.
2. The IPA must respond to our request via email and agree to participate in the CQuIC process. A meeting shall be arranged to review results and initiate the CQuIC process. Meetings for CQuIC may include a combination of on-site, telephone, and virtual interactions with BCBSIL.
3. The IPA is expected to demonstrate progress towards improvement through the CQuIC process. Since data is lagging, IPAs shall be provided an estimate of month by month progress in a such that progress can be tracked without waiting for final results. The BCBSIL Medical Director will work with IPA Medical Director and Administrator in the CQuIC process through the year conducting regular meetings to manage performance improvement, as needed.
4. The IPA may be required to provide ongoing evidence of outreach efforts made to BCBSIL members. The IPA Medical Director and/or Administrator may also be requested to submit progress updates to BCBSIL informing BCBSIL on the status of new implementations/initiatives and/or updates on process improvements. BCBSIL Medical Director will assess the adequacy of such efforts and provide feedback, as needed.
5. The IPA's Medical Director is required to participate in all CQuIC meetings and consider any BCBSIL recommendations or develop alternative strategies for improvement. Other IPA QI, administrative, provider, and/or contract management firm staff may also participate per the discretion of the IPA's Medical Director and/or Administrator.

6. If an IPA does not respond with repeated requests to participate in a CQuIC within two business weeks of any BCBSIL meeting and/or follow-up request(s), BCBSIL has the option to issue an Administered Complaint against the IPA (See BCBSIL Provider Manual Policy, Administrative 39 - HMO Administered Complaints).
7. Unless otherwise specified, the IPA should direct any questions or concerns regarding the CQuIC to the BCBSIL staff specified in the CQuIC initial participation email.

III. RELATED DOCUMENTS

Collaborative Improvement Coaching for HMO Quality Improvement Projects – QI 27

IV. PROCEDURE REVIEWERS

| Person Responsible for Review | Title | Date of Review |
|-------------------------------|------------------|----------------|
| Elmer Abbo M.D. | Medical Director | 11/02/2021 |
| Kevin Spriggs | Project Manager | 11/02/2021 |
| Elmer Abbo M.D. | Medical Director | 10/14/2022 |
| Jason Ziegler | Project Manager | 10/14/2022 |

V. PROCEDURE REVISION HISTORY

| Description of Changes | Revision Date |
|------------------------------|---------------|
| Split Template | 09/04/2021 |
| Add grammar update to policy | 10/14/2022 |

VI. PROCEDURE APPROVALS

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