



Quality Management Program | Provider

The goals and objectives of the Quality Management (QM) Program include the following:

- To improve the quality of medical and behavioral health care and service provided to Members. This is achieved through administrative simplification and an ongoing system of monitoring measurable performance indicators. Indicators are based on high-volume, high-risk, problem-prone services, data from customer satisfaction surveys, complaints/occurrences, and appeals. Other relevant sources are also evaluated to establish goals and benchmarks to promote improvement.
- To maintain a process for adopting and updating both preventive health guidelines and nonpreventive (e.g., acute and chronic) clinical practice guidelines for medical and behavioral health-related conditions. These guidelines are evidence-based and are distributed to AmeriHealth New Jersey practitioners and Members to facilitate decision making regarding appropriate health care for specific clinical circumstances.
- To maintain the Member Safety Program to improve the safety of medical and behavioral health care and services provided to Members and to promote a reduction in medical and medication errors through a comprehensive program of educational initiatives and through the monitoring of Member safety data.
- To be a resource for Member safety issues with Members, practitioners/Providers, various AmeriHealth New Jersey departments, and external organizations.
- To ensure a network of qualified practitioners/Providers by demonstrating compliance with all applicable accrediting bodies and regulatory credentialing/recredentialing requirements.
- To include language in practitioner/Provider contracts requiring participation in the QM Program and access to medical records.
- To promote partnerships with practitioners/Providers by communicating quality activities, providing feedback on results of plan-wide and practice-specific performance assessments, and collaboratively developing improvement plans.
- To distribute information on practitioner/Provider performance to promote transparency to customers, inclusive of Members and employers/purchasers, for informed decision making.
- To ensure that the quality of care and service delivered by delegates meets standards established by AmeriHealth New Jersey and relevant regulatory and accrediting agencies and that delegates maintain continuous, appropriate, and effective quality improvement programs through ongoing oversight activities and regular performance assessments.
- To document and report the results of monitoring activities, barrier analyses, recommendations for improvement activities, and other program activities to the appropriate committees.
- To comply with all regulatory requirements and maintain accreditation and necessary certifications.
- To ensure that the appropriate resources are available to support the QM Program.

For more information about our progress in meeting these goals, visit the National Committee for Quality Assurance (NCQA) website at www.ncqa.org where you can view our health plan report card and accreditation status. Our report card shows how well we are doing at providing members with access to care and service, and quality providers. You can also see how well we are doing at keeping our members healthy, getting them better, or helping them live with chronic illness. If you do not have internet access contact Customer Service at 1-800-275-2583.