

PROVIDER UPDATE

An Update for Highmark Health Options Providers and Clinicians

RECOGNIZING AND REPORTING QUALITY OF CARE AND QUALITY OF SERVICE CONCERNS

Highmark Health Options is committed to ensuring that our members receive safe, effective, and quality care and services. To achieve the best health outcomes for members, we monitor, investigate and track all quality of care concerns and issues.

A Quality of Care (QOC) concern may be related to quality of care as well as quality of services provided. A QOC issue occurs when care provided to a member places his/her health or life in jeopardy due to the action, or lack of action, by a provider or when care provided does not meet national or local standards of care or is not consistent with current professional knowledge. Examples of a QOC concern include delay in treatment, equipment failure resulting in a negative outcome, and medication error.

When a concern arises, Highmark Health Options conducts a medical record review and analyzes our findings prior to determining a resolution. We refer suspected or actual QOC findings to our Medical Director for actions which may include gathering a provider response, provider education, corrective action plan, or peer review. We may need to notify other areas as needed such as the Credentialing and Fraud and Abuse Departments, or the State.

We carefully track and trend our QOC concerns, identify process improvements, and report confirmed findings to the QI/UM Committee and the Committee's Board of Directors.

It is important for providers to report their QOC concerns to Highmark Health Options. Anyone can report a QOC concern by contacting Provider Services at 1-844-325-6251. You may also fax your QOC concern to our Quality Improvement (QI) Department. A QOC reporting form is available at www.highmarkhealthoptions.com/providers/forms.