

To ensure that Tuality Health Alliance (THA) reviews, monitors and when necessary acts on important complaints, quality or safety issues in a timely manner during the recredentialing cycle.

Policy:

- I. THA regularly reviews the complaints received by contracting Health Plans or by patients about THA Full and Associate providers; Preferred or Extended contracted providers; or ancillary providers and reviews any complaint designated as a quality of care issue.
 - A. The appropriate THA staff reviews quarterly complaints.
 - B. For practitioner/providers due for recredentialing, a query of specific Practitioner/provider complaints are reviewed that spans the entire recredentialing period for review of any trends and forwarded to THA's Quality Management Committee (QMC) as part of the quality review.
 - C. Refer to THA Policy X-5 Office Site Quality Reviews for practitioners/providers that have complaints filed during the recredentialing cycle.
 - D. When applicable, THA will forward complaints regarding physical appearance, physical accessibility, adequacy of waiting and exam room space and adequacy of equipment to the applicable health plan upon receipt.
- II. THA staff review the Oregon Board of Medical Examiners (OBME) Board Actions Report monthly (within 30 days of release), to identify sanctions imposed on any THA provider. If any provider is identified as having any sanction taken toward them, the information is forwarded to the THA Medical Director and other appropriate THA staff.
- III. THA Staff reviews for any Medicare and Medicaid sanctions in an ongoing manner.
 - A. Monthly review of Office of Inspector General (OIG) website is printed and reviewed. This is completed within 30 days of release.
 - B. If any provider is identified as having a sanction taken toward them, this information is forwarded to the THA Medical Director and

other appropriate THA staff for confirmation of the correct provider.

- IV. Monthly (within 30 days of release) review of the Noridian website for any Medicare opt-out actions will be completed by THA. THA does not contract with a practitioner/provider that has been identified as being excluded from or opted out of Medicare.
- V. THA and THC Medical Staff Coordinators are allowed to exchange information per the signed sharing of information agreement that allows Medical Staff Office interaction with the QMC.
- VI. THC Medical Staff Coordinators notify THA promptly of any action by the Board of Medical Examiners, unlawful conduct, loss of DEA certification, proposed or actual change in his/her licensure or certification, Medicare-Medicaid right of participation, clinical privileges at any other institution, or professional liability insurance modification or cancellation, or any other item which could affect hospital privileges.
- VII. Quarterly review of provider complaints.
 - A. THA monitors, investigates, and acts on member complaints as referenced in THA Policy VI-2 Complaints and Grievances.
 - B. If the complaint represents a quality of care issue, the THA Medical Director reviews the complaint and determines whether it is of a nature that needs to be reviewed at THA's QMC.
 - C. When quality of care issues have been identified, THA QMC will implement appropriate interventions and/or action plans.
- VIII. Collection and review of information from identified adverse events
 - A. In the event THA is made aware of potential adverse events of members, THA will thoroughly investigate the nature of the event.
 - B. The information is confirmed through various sources such as medical chart documentation, patient complaints, and then taken for review to the THA QMC.
 - C. If it is identified as a quality of care issue, the THA Medical Director may forward the review of the event to THA's QMC for further review and action when necessary.

Subject: Ongoing Monitoring

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Reference: THA Policy VI-2 Complaints and Grievances
THA Policy VIII-1 Peer Review
THA Policy X-5 Office Site Quality Reviews
THA Policy X-6 Recredentialing Verification
THA Policy X-8 Notifying Authorities and Practitioner Appeal Rights
THC Medical Staff Bylaws
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THA Plan Director

THA Medical Director