

Quality Improvement Program Available for Providers Upon Request

Anthem Blue Cross' State Sponsored Business Quality Improvement Program (QIP) systematically monitors, evaluates, and improves the quality and safety of clinical and behavioral health care and administrative services for members, practitioners and other providers. We evaluate the QIP annually to ensure compliance with regulatory and accrediting bodies, and to provide the structure and processes for implementing, evaluating and continuously improving safety and effectiveness of programs and services.

The QIP consists of a written program description that includes the program goals, objectives, structure and framework. Additionally, the program description includes the:

- role of designated physicians,
- role function and membership of the Quality Improvement Committees, and
- resources committed to the program.

A Quality Improvement Work Plan that documents the activities planned for the year supports the QIP program description. We clearly identify the topics, including rationale and objectives, as well as time frames and the person(s) responsible for each activity.

Annually, we evaluate and update the QIP for effectiveness and compliance with regulatory and accrediting bodies. Anthem Blue Cross' State Sponsored Business Board of Directors approves the Quality Improvement Program Description, Work Plan and the annual Program Evaluation.



Detailed information about Anthem Blue Cross' State Sponsored Business progress in meeting its goals is available in the annual Program Evaluation. Hard copy of any of the above documents is available upon request by calling **1-805-384-3405**.