



**Blue Cross Blue Shield of Illinois
(BCBSIL) Quality of Complaints
and Occurrences Process**

Health Care Delivery

**BLUE CROSS AND BLUE SHIELD OF ILLINOIS
POLICY**

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| DEPARTMENT: Network Clinical Program & Oversight | POLICY NUMBER: Quality Improvement 30 | ORIGINAL EFFECTIVE DATE (IF KNOWN): |
| POLICY TITLE: Blue Cross Blue Shield of Illinois (BCBSIL) Quality of Complaints & Occurrences Process | | EFFECTIVE DATE: 04/01/2023 |
| | | LAST REVISION DATE: 04/01/2021 |
| EXECUTIVE OWNER: DSVP IL Health Care Delivery | BUSINESS OWNER: Angelique Muhammad, Quality Management Specialist I | LAST REVIEW DATE: 04/01/2023 |

I. SCOPE

This Policy applies to IL Provider Performance Network Clinical Program & Oversight, which specifies the standard rules/guidelines for the QOC complaints.

This Policy 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 | |
| HMO Exchange | |
| Health Care Delivery QI HMO Commercial | X |
| Health Care Delivery QI PPOCommercial | X |
| Health Care Delivery QI HMO Exchange | X |
| Health Care Delivery QI PPO Exchange | X |

II. PURPOSE

- To investigate potential or reported problems in provision of clinical care or service.
- To ensure that all complaints are reviewed and receive a final determination within a 30-calendar day timeframe.

III. POLICY

Blue Cross and Blue Shield of Illinois (BCBSIL) evaluates and investigates Quality of Care (QOC) complaints and potential QOC issues.

IV. DEFINITIONS

- CAU: Customer Assistance Unit. This team member performs the initial intake process for QOC's. This unit is comprised of Service Representatives and Health Services Assistants (HSA's).
- CQRA: Clinical Quality Research Analyst. This team member reviews the QOC and determines what records and/or documentation is need for medical director review.
- CAP: Corrective Action Plan: a procedure enacted when an opportunity for improvement is identified by a medical director after review of a quality of care complaint.
- HSA: Health Service Assistant. This team member initiates and performs all tasks associated with provider/facility/medical group solicitation for medical records and requested documents for medical director review.
- QIC: Quality Improvement Committee.
- QOC: Quality of Care: Activities that BCBSIL conducts to improve patient safety and clinical care. BCBSIL collaborates with network providers to improve the safety of clinical care and services to members.

V. IMPACTED BUSINESS AREAS

- Provider Performance Management/ Customer Assistant Unit (CAU)

VI. POLICY REVIEWERS

| Person Responsible for Review | Title | Date of Review |
|-------------------------------|---------------------------------|----------------|
| Deena Hutchins | | 2/8/2022 |
| Angelique Muhammad | Quality Management Specialist I | 2/28/2023 |

VII. POLICY REVISION HISTORY

| Description of Changes | Revision Date |
|------------------------|---------------|
| No Changes | 2/8/2022 |
| No Changes | 2/28/2023 |

VIII. POLICY APPROVALS

| Company, Division, Department and/or Committee | By: Name | Title | Approval date |
|--|----------|-------|---------------|
| BCBSIL P&P | | | 3/24/2022 |
| BCBSIL P&P | | | 3/23/2023 |
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