



Quality Assurance Programs Certification of Compliance

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I/We, as a duly authorized officer(s) of _____
a licensed Health Insuring Corporation, pursuant to 1751.73, hereby certify to the Ohio Department of Insurance that we have implemented a Quality Assurance Program that is in compliance with section 1751.73 of the Ohio Revised Code (presented in summary form below).

This quality assurance program does all of the following:

- Develops and maintains the appropriate infrastructure and disclosure systems necessary to measure and report, on a regular basis, the quality of health care services provided to members, and is based on a systematic collection, analysis, and reporting of relevant data.
- Identifies a corporate board or committee or designates an executive staff person to be responsible for implementation and compliance of the program
- Includes a process to credential, recredential and monitor participating providers and health care facilities to ensure the selection and retention of quality providers and health care facilities
- Provides for ongoing monitoring of the quality assurance program
- Includes a process for ensuring compliance by any entity that enters into a contract for services with the health insuring corporation
- Includes a process to take remedial action to correct quality problems

The HIC acknowledges that the quality assurance program must do all of the following:

- Allow participating physicians to have the opportunity to participate in a committee that is responsible for developing, implementing and evaluating the quality assurance program and all other programs implemented by the health insuring corporation that relate to the utilization of health care services
- Allow participating physicians to have the opportunity to participate in a committee that is responsible for the derivation of data assessments, statistical analyses, and outcome interpretations from programs monitoring the utilization of health care services
- Include an internal system capable of identifying opportunities to improve health care, by identification of practices that result in improved health care outcomes, problematic utilization patterns, and providers that may be responsible for either exemplary or problematic patterns
- Use the findings generated by this system to work, on a continuing basis, with participating providers and other staff to improve the quality of health care services provided to members

- Include a written statement of its objectives, lines of authority and accountability, evaluation tools, and performance improvement activities
- Require an annual effectiveness review of the program
- Provide a description of how the health insuring corporation intends to do all of the following:
 - analyze both processes and outcomes of health care, including focused review of individual cases, as appropriate, to discern the causes of variation
 - identify the targeted diagnoses and treatments to be reviewed by the quality assurance program each year, based on consideration of practices and diagnoses that affect a substantial number of the health insuring corporation’s members or that could place members at serious risk
 - use a range of appropriate methods to analyze quality of health care, including collection and analysis of information on over-utilization and under-utilization of health care services; evaluation of courses of treatment and outcomes based on current medical research, knowledge, standards, and practice guidelines; and collection and analysis of information specific to enrollees or providers
 - compare quality assurance program findings with past performance, internal goals, and external standards
 - measure the performance of participating providers and conduct peer review activities
 - utilize treatment protocols and practice parameters developed with appropriate clinical input
 - implement improvement strategies related to quality assurance program findings
 - evaluate periodically, but not less than annually, the effectiveness of the improvement strategies

The Health Insuring Corporation acknowledges its responsibility to ensure that a new certification of compliance is filed annually with the Ohio Department of Insurance.

Print Name _____ Print Title _____

Signature _____ Date _____