

<b>Policy and Procedure</b>			
Policy Name:	Provider Performance - Corrective Actions	Policy ID:	QM.023.01
Approved By:	Dental Director (signature on file)	Effective Date:	1/1/2013
States:	All States	Revision Date:	N/A
Application:	All Programs		

This policy applies for operations under Premier Access Insurance Company and Access Dental Plan. For the purposes of this Policy, Premier Access Insurance Company and Access Dental Plan shall be collectively referred to as "Premier Access".

### **Purpose**

To ensure that **Premier Access** members receive high quality of care and services, **Premier Access** has provided a mechanism for identifying and correcting providers that may be deficient in minimum performance expectations.

### **Policy**

As a part of **Premier Access**' Quality Management (QM) program, providers are monitored for quality of care and service through mechanisms such as, but not limited to office audits, credentialing, grievances, etc. Providers who do not meet **Premier Access**' minimum performance standards are subject to corrective action plans as well as possible Probation and Termination.

### **Definitions**

There are currently no applicable terms to be defined for this policy.

### **Procedure**

1. Providers who fail to comply with **Premier Access**' minimum performance standards may be subject to Plan sanctions including, but not limited to limiting enrollment, transferring of members, or other action deemed necessary by the Plan. In some cases providers may be placed on Probation or Terminated by the Dental Director. Each provider identified as deficient is reviewed on a case by case basis according to severity and the provider's level of cooperation with the Plan.
2. Providers who are placed on Probation will be given a corrective action plan by **Premier Access**. Providers who do not meet the corrective action plan may be terminated.
3. Providers who are placed on Probation or Terminated will be notified by the Plan and given 15 days to respond. All providers are responsible for the continuity of care of **Premier Access**' members with treatment in progress, as per Plan contract, during this time.
4. Providers may appeal **Premier Access**' decision on Probation or Termination to **Premier Access**' Peer Review Committee.

### **References**

This policy was previously tracked as Quality Management Program Policy and Procedure **QM-34 – Probation & Termination**.

### **Revision History**

Date:	Description
01/01/2013	Conversion to new policy and procedure template and policy ID naming convention.