

QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT (QAPI) WORK PLAN

The QAPI Work Plan covers the current Contract cycle with DHCS with documented annual evaluations and documented revisions as needed. The QI Work Plan includes:

- Evidence of monitoring activities including: maintaining and reviewing member grievances, appeals, expedited appeals, State Hearings, expedited State Hearings, provider appeals, and clinical records reviews
- Performance measurement data monitoring the accessibility of services
- Evidence that QI activities, including PIPs, have contributed to meaningful improvement in clinical care and member services
- A description of completed and in-process QI activities that includes: monitoring efforts for previously identified issues, including tracking issues over time; objectives, scope, and planned QI activities for each year; and targeted areas of improvement or change in service delivery or program design
- A description of mechanisms implemented to assess the accessibility of services within our service areas
- Evidence of compliance with the requirements for cultural competence and language and format

