



Quality Assurance and Performance Improvement Program

Blue Cross and Blue Shield of Texas maintains a Quality Assurance and Performance Improvement Program whose operations include:

- Continuously identifying, measuring, assessing and promoting the improvement of quality outcomes.
- Evaluating performance and effectiveness in meeting the needs and expectations of our internal and external customers.
- Promoting processes that reduce medical errors and improve patient safety. Promoting high quality of care and service and effective utilization of service.

Provider's Role

- Partnering to ensure quality services.
- Cooperating in Primary Care Physician, Obstetrician/Gynecologist, and Specialist medical record review and HEDIS record collection.

References

- Healthcare Effectiveness Data and Information Set (HEDIS) Descriptions
- Material HEDIS Measure Physician Documentation Guidelines and Administrative Codes