

Peer Review Process

The AmeriHealth Caritas Delaware (DE) peer review process is focused on patient safety and the quality of medical care provided to all members. Peer review is one component that AmeriHealth Caritas DE performs to monitor, evaluate, and improve the quality and appropriateness of care and service delivery to members. AmeriHealth Caritas DE also uses performance improvement projects, medical/case record audit, performance measures, surveys, and related activities.

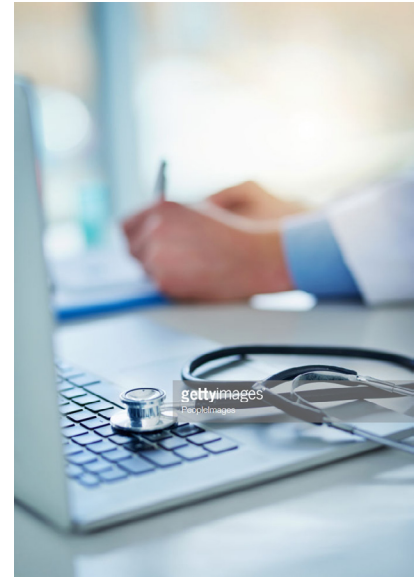
Peer review is an evaluation of the professional practices of a provider by the provider's peers. The evaluation compares the need, appropriateness, and quality of care supplied by the provider to care most often given by the provider's peers, and assesses the care's consistency with recognized health care standards.

The AmeriHealth Caritas DE Chief Medical Officer (CMO) oversees the peer review process and chairs the Peer Review Committee. The Peer Review Committee membership is drawn from the provider network and includes peers of the participating provider being reviewed. Members and staff can notify the Peer Review Committee of any situations or problems related to providers.

The procedure for peer review process includes the following key elements:

- A. **Case review** — potential quality of care and quality of service (QOC/QOS) grievances and issues.
- B. **Thresholds** — AmeriHealth Caritas DE has established thresholds for QOC/QOS issues identified by internal sources to trigger an off-cycle credentialing review and/or referral to the Peer Review Committee. At the discretion of the CMO, a provider or facility can be referred to the Peer Review Committee or Credentialing Committee for substantiated issues even if thresholds aren't met.
- C. **Peer Review Committee** — reviews participating provider performance, when appropriate.
- D. **Tracking and reporting** — All providers will be tracked by the Quality Management department to determine if the established thresholds trigger an off-cycle credentialing review and/or referral to the Peer Review Committee.
- E. **Training and education** — AmeriHealth Caritas DE provides training and education to providers, staff, and members on the peer review process.

Stay tuned for additional details about peer review training through upcoming provider webinars and forums posted to the AmeriHealth Caritas DE website and communicated to you by your Account Executive.



Questions or additional information about peer review process can be addressed by contacting Provider Services at **1-855-707-5818** or you can speak with your Provider Network Account Executive.

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