

## Quality Management

UnitedHealthcare Community Plan wants you to get the best care and service. That's why we have a Quality Management (QM) program. Our QM program helps us learn what we can do better. That way we can work to improve the care and service we provide to our members and doctors. Our QM program has several member health programs. These programs:

- Help people with health conditions like asthma, diabetes, heart failure, chronic obstructive pulmonary disease, coronary artery disease, depression, bipolar disorder and schizophrenia;
- Help pregnant women have healthy babies;
- Help people stay healthy with shots, screenings and tests;
- Improve patient safety;
- Make sure members are happy with the Plan;
- Make sure doctors and other health care professionals meet our standards

We use national standards to see how well our QM program works. The National Committee for Quality Assurance (NCQA) writes the standards. NCQA is an independent agency. It compares the quality programs of health plans.

You can use the link below to look at our Health Plan's Report Card. The link will take you to the NCQA website.  
<http://reportcard.ncqa.org/plan/external/PlanList.aspx?name=&state=TN&zipcode=-1&plantype=2&statername=Tennessee>

Once you get to the NCQA website take the following steps:

1. Beside State, choose Tennessee
2. Beside Plan Type, choose Medicaid
3. Click the box to indicate that you agree to the terms and conditions
4. Click on the search button

The three TennCare Health Plans will be listed. You can then check the box next to our Health Plan, UnitedHealthcare Plan of the River Valley, Inc., Medicaid Managed Care Operations. Or, if you want to compare all three TennCare Health Plans, you can check the box next to each of the Health Plans listed.

### GET RESULTS

Members, you can also request the information below by calling the Customer Service number on your Member ID card.

- A copy of our quality improvement program description and evaluation
- Key metrics showing our commitment to quality and patient safety