

Quality Improvement Plan	Activities Completed	Trending of Clinical and Service Goals	Analysis of program performance	Conclusions regarding the effectiveness of QI Program
Network Adequacy				
Continuity of Health Care and related Services				
Clinical Studies				
Treatment Guidelines, Return to Work Guidelines,				

Individual Treatment Protocols, Services requiring Pre-authorization				
Employee Satisfaction				
Provider Satisfaction				
Complaint and Appeal Process				

SAMPLE

<p>Provider Billing and Payment Processes</p>				
<p>Contract Monitoring Delegation Oversight</p>				
<p>Utilization Review and Retrospective review processes</p>				
<p>Credentialing</p>				
<p>Employee Services (ie. After hours telephone access logs)</p>				

SAMPLE

Return to Work Processes and Outcomes				
Medical Case management Outcomes				
Miscellaneous				

SAMPLE