



## Quality Assurance Policies and Procedures

Hamaspik Medicare Select has programs in place to ensure that our members receive safe and appropriate care. We are committed to providing the highest quality care and services to our enrolled members. Hamaspik has created a Quality Improvement program that aims to ensure that we focus on this in all of our services. Quality includes a wide range of activities that are designed to improve your experience with your health care services, improve your health care outcomes, and improve the efficiency in the work that we do. Some of the topics that we focus on include:

- **Service quality.** Our members' satisfaction with their health care, their doctors and other providers, access to services, and the services that our health plan staff provide are important to us. We want feedback from our member and our providers, and the feedback can be very helpful in improving our quality.
- **Care management programs.** Because we enroll people who sometimes have complex health needs, we have developed a care management program, to help our members coordinate their care. We review these programs to be sure that they are effective.
- **Management of chronic disease.** Our members often have chronic illnesses, such as diabetes, heart conditions, COPD, arthritis, and other illnesses that affect elderly people. We monitor the care that is provided for these types of conditions, to be sure members are receiving care that is consistent with the latest research and standards of care.
- **Preventive services.** We also look at the services that our members receive in order to prevent illness. There is a range of screenings and immunizations that people should get in order to remain as healthy as possible. We review the data about these services to be sure that our members are getting the services that they need.
- **Patient safety.** We work with our providers to be sure that members are receiving the care that they need to avoid unnecessary hospitalizations and that they are not taking drugs that can be harmful to them. We will work with your doctor(s) to help ensure that you are getting the right care in the right setting to meet your needs.

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We have a Quality Improvement Committee that includes our Executive Director and other senior executive staff, who are dedicated to improving the care, services, and experience of our members. The Committee meets at least every 3 months to review our progress in many areas and has serious discussions on how we can improve the health plan. The Executive Director also reports to the Board of Directors who holds Hamaspik accountable to improve services and member experience.



Hamaspik is aware that as hard as we try to provide excellent services, we may not get it right 100% of the time. We want to hear from our members, and we have created different ways for members to tell us what we are doing well and what we need to improve! One way is that we send out satisfaction surveys every year and ask members to please fill out this questionnaire, so we know what they are experiencing, good or bad! These surveys are called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) and are mailed out in the spring.

Members can also contact Hamaspik at 833-426-2776 if they would like to submit a complaint. There is information in this website and in your Evidence of Coverage booklet that describes how we will investigate your complaint and inform you about our findings.

We also invite members to contact Hamaspik at 833-426-2776 to participate in the Member Advisory Committee meetings. These meetings are held every 3 months and members can attend as often as they like. Participating in the meetings is a great way to meet some of Hamaspik's staff and other members and share suggestions on how we can improve our services, or voice concerns.

Our commitment to quality is important and it is factored into everything that we do.