

## Quality Improvement Program

High-quality health care is a priority at UPMC Health Plan Behavioral Health Services. Our quality improvement program is designed with input from network providers and follows the guidelines of the National Committee for Quality Assurance (NCQA). Areas of focus include:

- Delivering high value care that meets the special needs, cultural needs, and preferences of the membership
- Improving the clinical care and service available to members
- Offering wellness and preventive behavioral health programs for members
- Ensuring that providers and appointments are available to members in a timely manner
- Ensuring that care and services are coordinated between providers when applicable
- Establishing relationships with providers in order to develop models for excellent care
- Providing exceptional customer service
- Continuously improving our processes by maintaining current and effective quality management policies and procedures
- Analyzing data and trends in order to improve performance and outcomes (the results of care and better quality of life)

If you would like more information regarding our quality improvement program, contact us at 1-888-251-0083. We will provide you with a description of the program and an update on our progress toward meeting our goals.

If you have any suggestions for improving our quality improvement program, please contact us at:

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Quality Management  
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112 Washington Place  
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