



## Peer Review Committee

Health facilitates a peer review committee that uses an objective review process to ensure and promote superior, quality patient care. This process applies to all providers and facilities who are credentialed through Network Health to provide health care services to Network Health members.

Members of the committee include a core group of primary care providers and adhoc specialty care providers. The committee is chaired by Dr. Jim Sanders, a Network Health Medical Director and supported by quality health integration staff.

The peer review process includes the following.

- Monitor provider performance through the use of prospective and retrospective quality indicators
- Review trending of Quality of Care Concern (QOCC) referrals by provider
- Review QOCCs brought to Network Health's attention through referral from a member, member's family, individual contracted provider, contracted and non-contracted provider entity and internally reported concerns
- Determine compliance with recognized standards of care
- Make recommendations for education and when necessary provide corrective action to the credentialing committee when standards of care are not met

Physicians, providers and facility representatives may participate in the review process by responding to inquiries in a timely manner. Failure to respond to a quality of care inquiry within 60 days will result in a committee decision based solely on the facts presented through the quality review process.

The peer review committee's implemented review process is protected from disclosure as allowed to peer review actions under all relevant state and federal laws and regulations including those of the National Committee for Quality Assurance (NCQA), Centers for Medicare & Medicaid Services (CMS) and Office of the Commissioner of Insurance (OCI). All information used in the process is confidential and protected under Wisconsin Statutes 146.37 and 146.38.

Questions regarding Network Health's peer review committee or peer review process can be directed to Michele Eggers, [megggers@networkhealth.com](mailto:megggers@networkhealth.com).