

Provider Notice

As partners in Molina Complete Care (MCC) quality improvement program, which is committed to continuous quality improvement, providers must be familiar with National Committee for Quality Assurance (NCQA) guidelines, standards and performance measurements. The goal is to provide high quality healthcare to our members. Through ongoing evaluation of performance measurements, opportunities for improvement are identified, and provider activities play a crucial role in program success.

We wanted to call your attention to the provider responsibilities listed in our provider handbook—specifically regarding quality improvement methods. There are numerous areas we depend on our providers for contribution. Healthcare Effectiveness Data and Information Set (HEDIS®) measures allow us to track completion of interventions being performed by providers on a member via claims and medical record reviews. To help us monitor and identify opportunities for improvement, providers agree to allow the use of performance data for quality improvement activities (e.g. reporting to members on provider performance, quality improvement projects, etc.). We appreciate your cooperation in allowing us to use this data. By working together we can help our members live healthier lives.

Thank you for being part of the MCC provider network and helping to improve the quality of care provided to our members!