
BlueRI for Duals (HMO D-SNP) Quality Improvement Process

Blue Cross & Blue Shield of Rhode Island (BCBSRI) ensures that its Duals Special Needs Plan (D-SNP) Model of Care (MOC), for its BlueRI for Duals (HMO D-SNP) plan, is effective and continuously improves the health of its D-SNP beneficiaries through ongoing evaluation of the following MOC goals:

1. Ensure Access to Needed and Affordable Care
2. Improve Coordination of Care
3. Improve Care Transitions Across All Healthcare Settings and Providers
4. Ensure Appropriate Utilization of Services and Interventions for Acute and Chronic Conditions
5. Improve Delivery of Preventive Care

The D-SNP MOC Quality Performance Improvement Plan (QPIP) documents how BCBSRI collects, assesses, and acts upon health outcome data of its D-SNP population to achieve its stated MOC goals. The MOC QPIP ensures BCBSRI deploys effective monitoring, reporting, and analysis of the D-SNP MOC while increasing organizational effectiveness and efficiency through the incorporation of quality measurement and performance improvement concepts effecting organizational change. It enables ongoing review encompassing the full scope of care, ensuring that all demographic groups, races, ethnicities, special needs populations, care settings, and types of services are addressed.

On an annual basis, BCBSRI evaluates the impact and effectiveness of its QPIP, which is known as the MOC Evaluation. The D-SNP health outcomes from each of the MOC measures are compared year to year and with available benchmarks and/or goals as part of the annual D-SNP MOC Evaluation. Annual data and progress towards goals is collected, analyzed and reported to BCBSRI's Executive Quality Council (EQC) and stakeholders.

If you would like a copy of, or more information on, BCBSRI's D-SNP quality management processes, its QPIP, or its MOC Evaluation, please contact us at DSNP.Questions@bcbsri.org.