



Valley Baptist Health Plans

AN AFFILIATE OF VALLEY BAPTIST HEALTH SYSTEM

Quality: QUALITY HEALTH CARE WITHOUT THE HASSLE

The Valley Advantage **Quality Improvement Program** is a comprehensive system designed to assess and continually improve the processes and outcomes of care and services provided to our members and providers. Our **exclusive** program identifies opportunities for improvement, and we develop measurements and interventions to improve care and services. We evaluate the results of our work in a continuing effort to identify additional opportunities to improve the quality of our services and the care you receive.

Our policies and procedures include monitoring:

- ✓ resolution of complaints
- ✓ utilization of services
- ✓ availability of care
- ✓ quality of care
- ✓ health promotions
- ✓ member satisfaction surveys
- ✓ provider satisfaction surveys
- ✓ coordination of care between medical and mental health providers
- ✓ compliance with state and federal regulations

We also offer **Care Management and other special programs** specifically designed with our members in mind:

- **Medication Therapy Management.** With Valley Advantage, qualified members with multiple chronic conditions have access to a therapy management program developed by pharmacists to identify problems with medications.
- **Chronic Care Improvement Program.** This program offers self-care guidance and support to chronically ill members to help them manage their health, adhere to their physicians' plans of care, and help ensure that they get medical care that they need to reduce their health risks.

- **Nursing Hotline.** VALLEY ADVANTAGE offers a nursing hotline, available 24 hours a day, seven days a week. When you call, you can talk with a nurse about your health concerns, and it's free. Nurses can answer questions when you get sick or hurt. The tips they give can help you decide if you need to see a doctor. You can also use the Nurseline's Health Information Library, just call the Nurseline number and as for the Health Information Library. Some of the topics listed in the Health Information Library are:

- ✓ When to go to the emergency room
- ✓ Colds, flu and fevers
- ✓ Cuts and scrapes
- ✓ Fever and earaches
- ✓ When to see the doctor
- ✓ How to care for health concerns at home
- ✓ Eating healthy foods
- ✓ Family health
- ✓ Questions to ask your doctor
- ✓ Chronic health conditions
- ✓ Using medicine safely

Addressing your concerns

At VALLEY ADVANTAGE, the **quality of your care and service is a number one priority.** We value your opinion, and want you to share your concerns – and your compliments – with us. Simply call one of our specially trained Customer Service representatives and we'll listen.

With the Valley Advantage, you always have the right to make a complaint about any aspect of your membership, treatment, care or services; making a complaint will never jeopardize your enrollment in any way.

To find information about the complaints that Valley Advantage has received, you can ask a Customer Service representative.

VALLEY ADVANTAGE. Committed to your satisfaction.

Valley Advantage is a health plan with a Medicare contract.