Quality Improvement Summary

The National Rural Letter Carriers’ Association (NRLCA) is focused on the quality of care our members receive. More than providing robust benefits at an affordable price; the NRLCA has formed a Quality Improvement Committee (QIC) that is tasked with the underlying purpose of improving the quality of care RCBP members receive.

The QIC’s goals are to:

- Provide timely access to high-quality healthcare for all members, through a cost-effective, safe health care delivery system;
- Systematically monitor and evaluate the quality and appropriateness of health care and services; and
- Pursue opportunities to improve health care, services and safety.

The QIC is led by the management of the NRCLA’s Insurance Department which works very closely with Aetna and CVS Caremark overseeing the plan’s operations, delegated services and the delivery of care. To achieve these goals, the QIC focuses on the following objectives:

- Establish member rights and responsibilities and ensure members are treated with respect, consideration, and dignity;
- Ensure access and availability to qualified health care practitioners and providers;
- Adopt, promote and monitor evidence based clinical and preventive health guidelines;
- Ensure appropriate utilization of services;
- Ensure the provider network and health programs are designed to meet the needs of members, including cultural and linguistic needs;
- Provide case and disease management services to members with chronic conditions and complex health care needs;
- Promote health education and wellness among RCBP members;
- Monitor and benchmark clinical and service performance indicators and work with delegates to improve care;
- Ensure OPM Clinical Quality, Customer Service, and Resource Use Measure Set (QCR) performance measure targets are met;
- Incorporate peer review activities in credentialing and recredentialing;
- Conduct ongoing monitoring of provider network regarding quality, sanctions and licensure issues;
- Investigate and ensure timely response to all complaints, grievances and appeals and analyze trends that need to be addressed;
- Provide oversight of all delegated activities;
- Evaluate the effectiveness of quality improvement programs;
• Communicate results from quality improvement activities with members, providers and employees; and
• Ensure adequate resources are dedicated to quality improvement activities.

The QIC reports directly to the NRLCA’s board of directors. To that end the QIC makes regular reports on an ongoing basis about the status of the health plan and the performance of our partners, Aetna and CVS Caremark. At least annually, the QIC will provide an overall assessment of the delegate activities Aetna and CVS Caremark perform on behalf of the RCBP.

If you have any comments, suggestions, or complaints about the RCBP, please call 800-638-8432.