

Blue Cross and Blue Shield of North Carolina Provider Advisory Group

Purpose:

The purpose of the Blue Cross and Blue Shield of North Carolina (BCBSNC) Provider Advisory Group (PAG) will be to advise BCBSNC on issues of quality, efficiency, and programs of relevance to the BCBSNC vision statement, "... to be a leader in improving the health care system in North Carolina." Narrower issues specific to a particular specialty, practice, or healthcare system will be addressed through other venues, such as directly with BCBSNC representatives via NC Medical Society or specialty society liaisons, medical directors, and network management staff as appropriate.

Membership:

Membership will consist of 7 physicians, 3 of which will be selected by BCBSNC (including one who is a participating provider in the BCBSNC Medicare Advantage Provider Network), one nominated by the NC Academy of Family Physicians, one nominated by the NC Pediatric Society, and two nominated by the NC Medical Society. The NC Association of Physician Assistants will be asked to nominate a Physician Assistant for participation, the term of which will alternate with a Nurse Practitioner nominated by the NC Nurses Association Nurse Practitioner Council. Finally, a hospital administrator, a physician practice administrator, a consumer advocate and an employer representative will be nominated by the NC Hospital Association, NC Medical Group Managers, and BCBSNC internal business areas as appropriate.

The membership will be identified on the BCBSNC website. BCBSNC will consider requests for agenda topics from committee members and provider organizations (NCMS, NCAFP, NCPS, NCMGM, NCHA) and will determine if those topics are appropriate for PAG discussion or are best handled in other forums.

Provider organizations may have a single observer attend PAG meetings if they wish.

Terms:

In order to obtain input from a broad portion of the medical community, terms will be limited to 3 years for all members, on a staggered basis. BCBSNC may, at its discretion, renew terms for an additional 3 years maximum, at which point a new member must be selected. Terms will be staggered with 1/3 of the members rotating off the committee every other year.

Charter:

The PAG promotes consistency in the implementation of QI programs, clinical standards, and the application of policies. It provides guidance and oversight for quality improvement, credentialing, and utilization management processes on a local and regional level. The PAG meets at least quarterly, more frequently as needed to assure that all agenda topics are addressed, but no more often than 6 times per year. Its focus on the quality of health care involves the following activities:

A. Review and approval of QI reports

- Review of the Quality Improvement Program as well as related activities
- Interaction with the QIC, especially in terms of PAG recommendations
- Examination of the credentials of all providers for inclusion or exclusion from networks as appropriate, at least every three years. To exercise reasonable care in the selection and retention of competent providers participating in the managed care programs, BCBSNC developed a Credentialing Committee to review and evaluate those providers requesting to participate in the BCBSNC networks and to re-evaluate those providers already participating on a three- year basis. This committee was developed as a sub-committee of the Provider Advisory Group. Reports are provided to the PAG at each meeting.
- Provision of professional consultative advice and peer review regarding BCBSNC's quality improvement, utilization management, credentialing, pharmacy program, and Network Quality initiatives.
- Review and approval of UM criteria, including how the criteria are applied based on individual needs and the assessment of the local delivery system.

B. Promote collaboration and interchange between BCBSNC and the provider community

- Facilitate communication and cooperation between the PAG and the provider community regarding the issues considered by the PAG.
- Provide clinical input, and serve as a forum for medical ethical and standard of care issues.
- Assist in identifying strategies to alleviate potential concerns raised within BCBSNC's provider community.
- Promote effective communications, relations and cooperation between providers and BCBSNC.
- Address significant changes in models of care and reimbursement and their impact on patient/member health outcomes and satisfaction
- Address policy matters of a clinical or administrative nature that impacts the interaction between providers and BCBSNC.

C. Assure that the perspectives of BCBSNC member and employer customers are considered in the dialog between BCBSNC and the provider community.

General expectations of PAG members:

- Maintain and treat as confidential proprietary information reasonably designated as such by BCBSNC.
- Attend scheduled meetings, providing input and feedback from colleagues, the provider community, BCBSNC member and employer customers.
- Use independent judgment in all matters relating to membership in and administration of the PAG.
- Carry out duties in a constructive and collaborative manner.