

YOUR HEALTH AND QUALITY OF LIFE COUNT



Our mission is to improve your health and quality of life. We have a program called Quality Improvement (QI). We give you the information you need so you can improve your health and your family's health. We look for ways we can improve our service to you. We also use nationally known ways to check how we are doing and how we can improve. Through the QI Program, we do the following things:

- Watch for things that show a need for improvement in medical and preventive services.
- Offer you disease management programs such as asthma and diabetes.
- Offer you health programs such as EPSDT (Early and Periodic Screening, Diagnosis and Treatment) and Mommy & Me.
- Perform outreach and health education activities.
- Perform medical and service delivery studies when we see they are needed.
- Monitor the quality of care and services given by Passport Health Plan providers such as dental, vision, pharmacy, and family planning.
- Develop programs for members with special health care needs.
- Survey members and providers and use the answers to the survey questions to improve our services.
- Monitor the QI program to make sure it is working to improve services to you.
- Work with all Passport Health Plan departments and providers to improve services to you.

How can you find out more?

You may request a copy of our Quality Improvement program description and/or summary of its annual evaluation. Just call Member Services and ask us to mail you a copy. You can also go to **www.passporthealthplan.com**. Click on "**Members**," then "**Quality Improvement**," and then **QI Program Description** and/or **Summary of Annual Evaluation**.

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