
42 C.F.R. § 422.152

Quality improvement program.

(a) *General rule.* Each MA organization that offers one or more MA plan must have, for each plan, an ongoing quality improvement program that meets applicable requirements of this section for the service it furnishes to its MA enrollees. As part of its ongoing quality improvement program, a plan must do all of the following:

- (1) Create a quality improvement program plan that sufficiently outlines the elements of the plan's quality improvement program.
- (2) Have a chronic care improvement program that meets the requirements of paragraph (c) of this section concerning elements of a chronic care program and addresses populations identified by CMS based on a review of current quality performance.
- (3) [Reserved]
- (4) Encourage its providers to participate in CMS and HHS quality improvement initiatives.
- (5) Incorporate one or more activities that reduce disparities in health and health care. These activities must be broadly accessible irrespective of race, ethnicity, national origin, religion, sex, or gender. These activities may be based upon health status and health needs, geography, or factors not listed in the previous sentence only as appropriate to address the relevant disparities in health and health care.

(b) *Requirements for MA coordinated care plans (except for regional MA plans) and including local PPO plans that are offered by organizations that are licensed or organized under State law as HMOs.* An MA coordinated care plan's (except for regional PPO plans and local PPO plans as defined in paragraph (e) of this section) quality improvement program must—

- (1) In processing requests for initial or continued authorization of services, follow written policies and procedures that reflect current standards of medical practice.
- (2) Have in effect mechanisms to detect both underutilization and overutilization of services.
- (3) Measure and report performance. The organization offering the plan must do the following:
 - (i) Measure performance under the plan, using the measurement tools required by CMS, and report its performance to CMS. The standard measures may be specified in uniform data collection and reporting instruments required by CMS.

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