

The Quality Leader in the PPO Industry

Private Healthcare Systems (PHCS) is the first and only national PPO to earn four endorsements of quality from two independent, nationally-recognized quality assurance organizations, the National Committee for Quality Assurance (NCQA) and URAC.

- NCQA certification for Credentialing and Recredentialing
- NCQA certification for Utilization Management
- URAC accreditation for Health Network with Credentialing
- URAC accreditation for Health Utilization Management

We are the largest proprietary PPO in the country, with nearly 450,000 providers and over 4,000 facilities. We are also the quality leader among national PPOs. Our accreditations are tangible evidence of the quality and consistency of the services we offer to our customers, providers and the 16 million members who use our Network. As external review becomes a more critical element in the PPO evaluation process, you can be confident that when you choose PHCS, you are choosing a recognized leader that meets the highest national quality standards as established by NCQA and URAC.

Certification for Credentialing

To earn certification in credentialing, we under-went rigorous review of three major areas. In each area, we either met or exceeded NCQA's standards.

- *Credentialing and Recredentialing:* credentialing policies, credentialing committee, initial and recredentialing primary source verification, application and attestation, initial and recredentialing sanction information, ongoing monitoring of sanctions and complaints, notification to authorities of practitioner appeal rights, assessment of providers and delegation of credentialing
- *Quality Management Improvement:* internal quality improvement process, health services contracting, availability of practitioners and accessibility of services
- Privacy and Confidentiality



CERTIFIED
Credentialing and
Recredentialing
Since August 2001

Re-Accreditation for Health Network

We received high praise for our outstanding quality practices in four major areas. The reviewers stated that we not only met URAC standards, in most instances we exceeded them.

- *Network Management:* Network design and maintenance, organizational management and provider relations
- *Provider Credentialing:* credentialing plan, credentialing delegation and credentialing implementation
- *Member Protection:* confidentiality, marketing and relations with clients/eligible persons
- *Quality Management (QM):* QM structure and organization and QM process



ACCREDITED
Health Network
with Credentialing
Since October 2001

Certification for Utilization Management

To receive full certification, NCQA's highest outcome in certification, we met an extensive set of requirements that cover a full spectrum of utilization management (UM) services: UM structure, clinical criteria for UM decisions, confidentiality, appropriate professionals, timeliness of UM decisions, clinical information, denial notices, policies for appeals, evaluation of new technology and satisfaction with the UM process.



CERTIFIED
Utilization Management
Since May 2001

Re-Accreditation for Health Utilization Management

We have been accredited by URAC for Health Utilization management since 1993. To earn re-accreditation for Health Network, we underwent a comprehensive examination of the following areas: confidentiality of UM information, UM staff qualifications, UM program qualifications, accessibility and on-site review procedures, information upon which UM is conducted, procedures for review determination and appeal of determinations not to certify.



ACCREDITED
Health Utilization
Management
Since July 1993

Tap The Power