

## Important updates to your member handbook

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### Quality program

#### Quality improvement program

At UnitedHealthcare Community Plan of Kansas, we are always working to make our plan better. Our Quality Improvement Program helps us do that.

Our goals are:

- Promote population health management programs and activities
- Improve the member and provider experience
- Adhere to accreditation and regulatory requirements
- Serve diverse populations

To advance our goals, we identify areas of improvement. We do this by:

- Using data and surveys
- Working with providers and members
- Offering rewards to encourage better care
- Providing extra support to members with complex conditions
- Meeting with our members in the community
- Partnering with local groups and community-based organizations

We have a work plan that tracks our health plan goals, monitors quality improvement activities, and evaluates the services we provide to our members. We track issues and planned interventions. The plan is reviewed and updated throughout the year.

UnitedHealthcare Community Plan of Kansas is accredited by a group called the National Committee for Quality Assurance (NCQA). NCQA shares information with us on how to improve the quality of health care we provide to members. UnitedHealthcare Community Plan is the top-rated Medicaid Health Plan in Kansas, with a rating of 4 out of 5 in NCQA's Medicaid Health Plan Ratings in 2021, 2022, and 2023. To learn more about our ratings, visit: **[bit.ly/UnitedQuality](https://bit.ly/UnitedQuality)**.

To learn more about KanCare's Quality Measurement, go to:  
**[kancare.ks.gov/data-policy/quality-measurement](https://kancare.ks.gov/data-policy/quality-measurement)**.