


Physicians' Billing Office		
SECTION:	QUALITY DEVELOPMENT	POLICY NUMBER: Q100
POLICY TITLE:	QUALITY REVIEW CYCLE	PAGE: 1 of 1
APPROVALS: FPG B&F Committee: 11/23/2009	PBO:	ISSUED: 09/01/2009 EFFECTIVE: 12/01/2009
SUPERSEDES: N/A		

PURPOSE:

1. To promote **compliance** with governmental and private payor rules and regulations.
2. To maximize **revenue**, improve **PBO** services and deliver a better **customer experience** by establishing **quality** measures in all **PBO** functional areas and continually monitoring to ensure adherence with established standards.

POLICY:

- A. It is the policy of **FPG PBO** to establish service/product **quality** standards reflective of industry best practices prevailing benchmarks.
- B. **FPG PBO** will implement **quality** review and evaluation processes to objectively measure performance against established standards, and continually pursue **quality** improvement until it attains the highest levels of **quality** possible.

APPLICABILITY:

This policy applies only to **FPG PBO** customers. **UCLA FPG** provider entities billing for healthcare services outside **PBO** are not covered by this policy.

COGNIZANT OFFICE:

For interpretations of this policy, resolution of problems and special situations, contact:

Grace Barba
 Director of Physician Billing Office
gbarba@mednet.ucla.edu

POLICY AUTHORITY:

UCLA Faculty Practice Group

REVISION HISTORY:

Original Policy issued: 09/01/2009

Revisions: None