

NOTICE OF QUALITY POLICY CHANGES

Date: July 1, 2025

Policy Name: QOC Risk Investigations Policy

Policy Type: Quality Improvement

Summary of updates:	<p>Added Sections:</p> <ul style="list-style-type: none">• Revisions• Ongoing Monitoring and Interventions <p>Updated Sections:</p> <ul style="list-style-type: none">• Definitions (added most current definitions)• Policy Review (edited formatting)• Policy Distribution to Providers (process update)• Quality of Care Categories (removed 'Billing and Financial') <p>Removed Section:</p> <ul style="list-style-type: none">• Intake Procedure Prior to Initiating Risk Investigation
Explanation:	Updates to the policy were to align with regulatory and accreditation language. Changes do not directly impact providers.
Effective Date:	7/1/2025
Link to Policy/ Manual:	https://www.bluecrossvt.org/documents/quality-care-risk-investigations-policy-july-2025

Notice of Right to Object in Writing

In accordance with 18 V.S.A. § 9418c contracted providers have the right to object to new or modified policies and manuals.

Providers who object must do so within 60 days of the date the notice related to a policy or manual change. The rationale for the objection to the change must be in writing including related area(s) of the policy or manual and rationale or reasoning for the objection.

These objections are to be directed to Provider Contracting. This can be done by email at: providercontracting@bcbsvt.com or US Postal Service BCBSVT Attn: Provider Contracting, PO Box 186, Montpelier, VT 05601.

Within 5 business days of receipt, the sender will receive confirmation of receipt of the objection.