POLICY TITLE:	EXTERNAL QUALITY REVIEW	POLICY # POLICY # 7.4	REVIEW DATES	
Topic Area:	QUALITY MANAGEMENT	**ISSUED BY:** Chief Operations Officer	11/21/13	2/1/15
Applies to:	LRE, All Member CMHSPs, LRE Provider Network		9/9/2022	7/1/25
			7/1/26	
Developed and Maintained by:	LRE Chief Operations Officer or Designee	**APPROVED BY:** Chief Executive Officer		
Supersedes:	N/A	**Effective Date:** January 1, 2014	**Revised Date:** 7/1/25	

I. PURPOSE

To ensure that the Lakeshore Regional Entity (LRE), its Member Community Mental Health Service Programs (CMHSPs) and Network Providers comply with all requirements associated with required external quality reviews.

II. POLICY

LRE and its Member CMHSPs shall participate in the External Quality Review (EQR) process as required by the Michigan Department of Health and Human Services (MDHHS). LRE and its Member CMHSP will strive to achieve full compliance with the standards set forth in the MDHHS/PIHP Master Contract.

III. APPLICABILITY AND RESPONSIBILITY

This policy applies to LRE, Member CMHSPs, and Network Providers

IV. MONITORING AND REVIEW

The Chief Operations Officer or Designee will review this policy on an annual basis.

V. DEFINITIONS

Quality Assessment and Performance Improvement Plan (QAPIP): A plan which provides specific structure and processes to assure that the LRE is continuously assessing its performance and striving to improve the quality of services to its consumers and constituents.

External Quality Review: The Balanced Budget Act (BBA) of 1997 requires that states contract with an External Quality Review Organization for an annual independent review of each PIHP to evaluate the quality and timeliness of, and access to, health care services provided to Medicaid enrollees.

VI. REFERENCES AND SUPPORTING DOCUMENTS

- LRE Quality Assurance and Performance Improvement Plan (QAPIP)

- LRE Corporate Compliance Plan
- MDHHS/PIHP Master Contract
- Balanced Budget Act (BBA)
- MDHHS Quality Assessment and Performance Improvement Programs for Specialty Prepaid Inpatient Health Plans Policy

VII. RELATED POLICIES AND PROCEDURES

- LRE Quality Policies and Procedures
- LRE Compliance Policies and Procedures

VIII. CHANGE LOG

Date of Change	Description of Change	Responsible Party
9/9/2022	Add LRE Provider Network to Applicability; added MDHHS Quality Assessment and Performance Improvement Programs for Specialty Prepaid Inpatient Health Plans Policy	
7/1/25	Policy Review, updated language; removed procedure to 7.4A	Chief Operations Officer