

Potential Quality Issues (PQI) Case Leveling Grid

Provider Issues

P0	Care is appropriate	No action required
P1	Minor opportunity for improvement. Potential for or actual, minor adverse outcome to member.	An informal letter to the provider will be sent at reviewer's discretion. Response may or may not be required.
P2	Moderate opportunity for improvement and/or care deemed inappropriate. Potential for minor or moderate adverse outcome to member.	Letter to provider of concern, requesting a response in 14 business days. May recommend CAP and/or other interventions.
P3	Significant opportunity for improvement and/or care deemed inappropriate. Potential for significant adverse outcome to member.	Immediate communication to provider of concern requesting a response. May recommend CAP and/or other interventions. P3's may be referred to Credentialing Committee with recommendations for PRC.

System Issues

S0	No system issue	No action required
S1	Minor opportunity for improvement. Potential for or actual, minor adverse outcome to member.	An informal letter to the provider will be sent at reviewer's discretion. Response may or may not be required.
S2	Moderate opportunity for improvement and/or care deemed inappropriate. Potential for minor or moderate adverse outcome to member.	Letter to provider of concern, requesting a response in 14 business days. May recommend CAP and/or other interventions.
S3	Significant opportunity for improvement and/or care deemed inappropriate. Potential for significant adverse outcome to member.	Immediate communication to provider of concern requesting a response. May recommend CAP and/or other interventions. S3's may be referred to Credentialing Committee with recommendations for PRC.