

**PARTNERSHIP HEALTHPLAN OF CALIFORNIA
POLICY/ PROCEDURE**

Policy/Procedure Number: MPCR600		Lead Department: Network Services Business Unit: Credentialing	
Policy/Procedure Title: Range of Actions to Improve Practitioner Performance		<input checked="" type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy	
Original Date: 04/23/2018 Revision Effective Date: 04/01/2020		Next Review Date: 04/08/2027 Last Review Date: 04/08/2026	
Applies to:	<input type="checkbox"/> Employees	<input checked="" type="checkbox"/> Medi-Cal	<input type="checkbox"/> Partnership Advantage
Reviewing Entities:	<input checked="" type="checkbox"/> IQI	<input type="checkbox"/> P & T	<input type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS	<input type="checkbox"/> EXECUTIVE	<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD	<input type="checkbox"/> COMPLIANCE	<input type="checkbox"/> FINANCE <input type="checkbox"/> PAC
	<input type="checkbox"/> CEO <input type="checkbox"/> COO	<input checked="" type="checkbox"/> CREDENTIALS	<input type="checkbox"/> DEPT. DIRECTOR/OFFICER
Approval Signature: Mark Netherda, MD		Approval Date: 04/08/2026	

I. RELATED POLICIES:

- A. MPCR601 Fair Hearing and Appeal Process for Adverse Decisions
- B. MPCR602 Reporting Actions to Authorities
- C. MPCR17 Standards for Contracted Primary Care Physicians

II. IMPACTED DEPTS:

- A. Provider Relations

III. DEFINITIONS:

- A. N/A

IV. ATTACHMENTS:

- A. N/A

V. PURPOSE:

To specify the range of actions that may be taken to improve practitioner performance before termination.

VI. POLICY / PROCEDURE:

It is the policy of Partnership HealthPlan of California (Partnership) to consider a range of actions to improve the performance of a practitioner who does not meet quality standards before termination.

- A. Partnership reviews participation of practitioners whose conduct could adversely affect members' health or welfare. The Partnership Credentials Committee uses objective evidence and patient-care considerations when deciding on a course of action for dealing with a practitioner who does not meet Partnership's quality standards. When Partnership takes an action against a practitioner for quality reasons Partnership will report the action to the appropriate authorities and offer the practitioner a formal appeal process in accordance with MPCR601, "Fair Hearing and Appeal Process." For reporting to authorities, see MPCR602, "Reporting Actions to Authorities."
- B. Certain conduct requires immediate suspension as defined in MPCR601
- C. In some situations, Partnership's Credentials Committee may impose requirements intended to support the practitioner to improve his/her performance before recommending termination. The range of actions that may be taken by Partnership to improve a practitioner's performance depends on the type of quality issues. Actions may include, but are not limited to, requiring enrollment and completion of recognized clinical education or practitioner assessment programs such as:
 - 1. Medical Record Keeping
 - 2. Physician Prescribing

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3. Clinician Patient Communication
 4. Professional Boundaries
 5. Anger Management for the Healthcare Professionals
 6. UC San Diego School of Medicine Physician Assessment and Clinical Education Program's Competency Assessment
 7. UC San Diego School of Medicine Physician Retraining and Reentry (PRR) Program, including a requirement to participate in the practice shadowing component of the Program
 8. University of Texas KSTAR/UTMB Health Mini-Residency program.
 9. Special Option for physicians who have completed an Emergency Medicine Residency. See MPCR17 Standards for Contracted Primary Care Physicians.
 10. Oversight and Report by a Supervising Physician
 11. Other Stipulation Defined by the Partnership Credentials Committee
- D. When Partnership requires a practitioner to enroll in courses or programs the entire cost of such programs are the responsibility of the practitioner and such programs must be approved by Partnership.
- E. Following completion of required actions, the Partnership Credentials Committee will evaluate the practitioner's performance and determine whether:
1. The practitioner's performance meets credentialing criteria, or
 2. Additional actions should be taken to support the practitioner, or
 3. The practitioner should be terminated, offered appeal rights, and reported to the appropriate authorities.

VII. REFERENCES:

- A. National Committee for Quality Assurance (NCQA) 2026 CR 6 Element A Factor 1

VIII. DISTRIBUTION:

- A. Partnership Provider Manual

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Director, Network Services

X. REVISION DATES:

05/09/2018, 04/10/2019, 03/11/2020, 4/14/2021, 04/13/2022, 04/12/2023, 04/10/2024; 04/09/25, 04/08/26

PREVIOUSLY APPLIED TO:

N/A