

CONTRACTOR RELATIONSHIP WITH THE MILITARY HEALTH SYSTEM (MHS) NATIONAL QUALITY MONITORING CONTRACTOR (NQMC)

1.0. The NQMC conducts reviews to validate the appropriateness of the contractor's quality of care and utilization review decisions. The MCS contractor shall transmit copies of the medical record and all case documentation to the NQMC for each case or category of case requested by the NQMC. The estimated number of cases (including inpatient and outpatient care) to be selected on a monthly basis will vary depending upon the health care region involved and the case selection criteria. The estimated quantities per region could range from 50 to 300 cases per month.

1.1. The MCS contractor shall transmit complete records to the NQMC within 45 calendar days from the date the MCS contractor receives the request for records from the NQMC. Records to be transmitted shall include the complete medical record, the MCS contractor's utilization review decision, rationale for that decision, and quality of care determinations. The MCS contractor shall incur all costs for obtaining and transmitting the records.

1.2. The MCS contractor shall provide the Contracting Officer written responses to all NQMC findings within 45 calendar days of receipt of the NQMC Monthly Validation Report. The MCS contractor's responses shall state agreement, partial agreement, or nonconcurrency with each discrepancy found by the NQMC, and include supporting rationale, and proposed follow-up actions to address the issues.

