Delegated Vendor Oversight
Committee Charter

A. Purpose

The purpose of the ABC Health Plan (HP) Delegated Vendor Oversight Committee (DVOC) is to ensure that the plan remains accountable and compliant with regulatory standards for the delegation of core administrative and management functions through the pre-delegation auditing and the ongoing monitoring of network providers, vendors, and other contractors.

Delegated core administrative and management functions may include, but are not limited to, credentialing, network development, pharmacy benefit management, and claims administration. The DVOC is responsible to oversee the on-going assessment of performance results to ensure business goals and outcomes are achieved to further the delivery of quality health goals and outcomes for our members.

B. Composition and Meetings

1. The DVOC is a Sub-committee of the Quality Management Committee and is chaired by the Vice President of Network Development and Contracting.

2. The DVOC includes the following voting members of ABC HP's staff:
   i. Vice President of Network Development and Contracting
   ii. Vice President of Operations,
   iii. Pharmacy Director,
   iv. Director of Medical Management and Quality Management,
   v. Director of Provider Relations, and
   vi. Chief Compliance Officer.

3. The DVOC may invite other participants to the meeting as it deems appropriate.

4. Actions by the Committee requires approval by a majority of the voting members. Members are not required to be physically present for the DVOC to act; actions may be taken by telephone conferences or other means of communication.

5. The Chair, or his designee, creates written minutes of all DVOC meetings and actions. The minutes are available to the Committee members within 3 business days of the meeting.

6. The Chair sets meeting dates, times, and locations. The DVOC meets quarterly, or more frequently, as deemed necessary by the Chair or by a majority of the Committee members.

7. The Chair sets the agenda for regular meetings with input from other DVOC members.

C. Duties and Responsibilities
1. Evaluate prospective delegated vendor’s ability to perform the proposed administrative or delegated activities prior to delegation.

2. Define and establish reporting deliverables for departmental business needs.

3. Establish effective departmental auditing tools to measure administrative/management performance to ensure compliance with regulatory mandates.

4. Assure the operational areas perform audits of external entities who are responsible for delegated functions on behalf of ABC HP. The business owners are responsible for completing these audits of their designated oversight area timely.

5. Review and evaluate vendor performance, identifies opportunities for performance improvement, recommend and issue corrective action plans when a deficiency has been identified.

6. Distribute information to the DVOC regarding findings, recommended changes to contracts and policies, and requested initiatives or project updates by the vendor.

7. Make recommendations to the Quality Management Committee, the Chief Medical Officer, and the Vice President of Network Development and Contracting regarding the approval and continuation of the delegated entity.

8. Impose sanctions up to and including the revocation and/or termination of delegation if the delegated entity’s performance is inadequate.

D. Reporting Structure

The Vice President of Network Development and Contracting, or his designee, reports quarterly to the Board of Directors on issues addressed by the DVOC.