ProgenyHealth: Protecting You & Your Members



ProgenyHealth's Quality Accreditations and Security Certifications demonstrate our commitment to meeting or exceeding industry standards. Our proactive framework continually assesses and improves the quality of care management and services that you, your members, and providers receive, while maintaining the highest protocols for ongoing data privacy and security.

ProgenyHealth's Quality Management Program

Quality You Can Trust

ProgenyHealth's Quality Management Program focuses on specific clinical care and service goals, including:

- **Improving** the safety of clinical care and services for medically complex infants who receive care in an intensive or special care nursery through the identification of over or underutilization of services, variations in clinical outcomes, and service improvement opportunities through analysis of operational performance
- **Optimizing** the performance of the United States healthcare system through improving maternal and infant care, reducing the per capita cost of healthcare, and improving clinician experience
- **Promoting** evidence-based clinical practices and decision-making in maternity care, neonatology, and pediatrics
- **Providing** services to parents and caregivers of medically complex infants in a culturally competent and linguistically sensitive manner
- **Complying** with regulatory, accreditation, and client requirements
- **Demonstrating** consistent application of medical criteria used for Utilization Management decision-making

Driving Quality Every Day

ProgenyHealth's Quality Management Program seeks to develop, implement, and maintain systematic and continuous actions that lead to measurable improvement in health care services and the health status of your member groups. Such activities include:

- **Reviewing** our processes, policies and procedures annually and updating them as necessary
- **Performing** routine Utilization Management and Case Management audits to identify any accreditation performance gaps
- **Requiring** clinical teams to complete ongoing URAC and NCQA accreditation training
- **Reporting** on Quality Improvement and Quality Assurance metrics
- **Cooperating** with delegation oversight activities performed by clients
- **Ongoing** evaluation of compliance with accreditation requirements
- **Utilizing** member satisfaction survey results to identity improvement opportunities
- **Working** together to identify opportunities for Quality Improvement Projects (QIPS)
- **Documenting** and **reporting** the results of monitoring activities, recommendations for improvement activities, and other program activities to the Quality Improvement Committee (QIC) to ensure regular review of documents, data, and reports
- **Leveraging ProTrax™**, our proprietary care management platform, to support consistent clinical workflows, documentation, reporting, and quality oversight.

Current Accreditations:

ACCREDITED NCQA UTILIZATION MANAGEMENT

3 YEARS

(expires May 2029)

ACCREDITED NCQA CASE MANAGEMENT

3 YEARS

(expires May 2029)

urac®

ACCREDITED

Health Utilization Management

(expires September 2028)

Progeny HEALTH®

HITRUST: A Critical Framework for Protecting Your Members' Sensitive Healthcare Data



The Gold Standard for Data Security and Compliance

ProgenyHealth's HITRUST (Health Information Trust Alliance) certification reflects the highest level of commitment to data security and compliance.

It provides a unified framework for managing risk and ensures we meet rigorous regulatory and security standards that protect patient data, medical records, and other sensitive healthcare information.

This certification applies to the ProgenyHealth technology platform—reinforcing our role as a trusted partner in protecting your members and their health information.

How Our HITRUST Certification Protects You, Your Members, & Providers:



Protecting Patient Data:

- **Establishes** a flexible framework that ensures consistent protection across all systems and processes that handle sensitive protected health information
- **Signifies** our organization meets the highest standards for data security and privacy

Regulatory Compliance:

- **Incorporates** HIPAA requirements and federal and state regulations to ensure that our systems and procedures comply with legal and regulatory mandates
- **Helps** to reduce the risk of costly penalties, fines, or legal action that could arise from failing to comply with these requirements

Building Trust:

- **Demonstrates** we take extensive measures to secure health information
- **Creates** a comprehensive approach to protect information and privacy for our partners

Ensure the highest standards for your members—backed by our commitment to quality and security.

For more information, contact the Quality team at **QualityTeam@ProgenyHealth.com**

Progeny HEALTH®

r2 RISK-BASED 2-YEAR HITRUST® CERTIFIED

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