

ATTACHMENT 3
QUALITY STANDARDS

Requirement	Quality Standard	Surveillance Method
Emergency Delivery: 24 hour emergency service within 4 hours	100% of emergency authorizations	Random selection of 2-week period during each quarter; Results reported during quarterly QA meetings
Response Time: Delivery within 12 business hours of notification	95% of all deliveries completed within 12 hours	Random selection of 2 week period during each quarter; Results reported during quarterly QA meetings
Prescription Expiration: Veterans reported to COTR within 60 days of prescription expiration.	100%	All Veterans
New Setup List: Confirmed receipt to COTR within 2 hours	100%	All Veterans
Discontinuation of service for reconciliation of beneficiary records - Weekly.	100%	All Veterans
Documentation on billing and related documents	100%	All related documents