



The Commonwealth of Massachusetts

Group Insurance Commission



P.O. Box 8747
Boston, Massachusetts 02114-8747

(617) 727-2310
Fax (617) 227-2681
TTY (617) 227-8583
www.mass.gov/gic

Memorandum

FROM: Roberta Herman
Executive Director, Group Insurance Commission

DATE: September 30, 2017

RE: Vendor Quality Improvement Report

Enclosed is the Vendor Quality Improvement Report for FY2017 and is submitted pursuant to Mass. Gen. Laws ch. 32A, § 21, which states as follows:

The [group insurance] commission is hereby authorized and directed to establish and implement a vendor quality improvement program for purposes including, but not limited to: the evaluation and improvement of all health care services as applied to those contracts and the promotion of customer-oriented quality management techniques. Such program shall include long- and short-term objectives, quantifiable improvement goals, benchmarks for evaluating vendors and mechanisms to promote collaboration between the commission and health care vendors to improve health care services. The commission shall file an annual report with the clerks of the Senate and House of Representatives and with the governor not later than September 30 concerning such vendor quality improvement program.

Please do not hesitate to contact me if you have questions or need further information about the information in the report.

Thank you for your support of the Group Insurance Commission.