

**11 NCAC 20 .0503 PLAN**

Each HMO shall develop and adopt a written quality management plan that contains policies and procedures to support the quality management program. This plan shall include the following:

- (1) The purpose, goals, and objectives of the quality management program.
- (2) The role of those responsible for all quality management programs.
- (3) The specific services to be monitored in accordance with 11 NCAC 20 .0501.

*History Note: Authority G.S. 58-2-40(1); 58-67-5; 58-67-10; 58-67-20; 58-67-35; 58-67-65; 58-67-100; 58-67-140; 58-67-150;  
Eff. October 1, 1996;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. December 16, 2014.*