

On a monthly basis BCBSIL updates policy and procedures in the Provider Manual. Listed below are the April 2010 updates. Go to <http://www.bcbsil.com/provider/securedpage.htm> to view the updated policy and procedures.

**Updated HMO, BlueChoice Select and PPO Policy and Procedures for April 2010**

<b>Policy Name</b>	<b>Policy Number</b>	<b>Product</b>	<b>Provider Manual Location</b>
Standing Referrals	Admin 49	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Inquiry Reporting System Documentation of Benefit Determinations and Quality of Care Inquiries-Complaints	Info Systems 7	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Emergency Room Services	UM 1	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Oversight of Contracted Vendors	QI 3	HMO, BA HMO, PPO	HCM Policy and Procedure – Quality Improvement
Quality of Care Complaints and Occurrences	RR 2	HMOI, BA HMO, PPO, BlueChoice Select	HCM Policy and Procedure – Rights and Responsibilities
Member clinical Appeal and external Independent Review	UM 10	HMOI, BA HMO, BlueChoice Select, PPO	HCM Policy and Procedure – Utilization Management