

On a monthly basis BCBSIL updates policy and procedures in the Provider Manual. Listed below are the April 2009 updates. Go to <http://www.bcbsil.com/provider/securedpage.htm> to view the updated policy and procedures.

Updated HMO, BlueChoice, BlueChoice Select and PPO Policy and Procedures for April 2009

Policy Name	Policy Number	Product	Provider Manual Location
Standing Referrals	Administrative 49	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Quality Site Visit Standards	Quality Improvement 1	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure – Quality Improvement
Case Management	Reference 9	BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure – Reference
Emergency Room Services	Utilization Management 13	HMOI, BA HMO, BlueChoice	HCM Policy and Procedure – Utilization Management