



**BlueCross BlueShield
of Illinois**

On a monthly basis BCBSIL updates policy and procedures in the Provider Manual. Listed below are the December 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 December 2009

Policy Name	Policy Number	Product	Provider Manual Location
Member Non-Clinical Appeals	Utilization Management	HMOI, BA HMO, PPO, <i>BlueChoice, BlueChoice Select</i>	HCM Utilization Management Policy and Procedure
Newborn IPA Selection	Administrative 31	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Retroactive IPA Member Changes	Administrative 32	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
HMO Financial Risk Claims	Administrative 67	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Quality Site Visit Standards	Quality Improvement 1	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Participating IPA or Practitioner Appeal Process of Failed Quality Improvement(QI) Site Visit Results	Quality Improvement 2	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Collaboration Between Primary Care Physician (PCPs) and Behavioral Health	Quality Improvement 3	HMOI, BlueAdvantage HMO	HMO Policy and Procedure

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