

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

Policy Name	Policy Number	Product	Provider Manual Location
OB-GYN Provider Scope of Care	Administrative 9	BlueChoice	BlueChoice Policy and Procedure
Obstetric program Requirements-Referral and Perinatal Services	Administrative 10	BlueChoice	BlueChoice Policy and Procedure
Network Waiver Requests	Administrative 11	BlueChoice	BlueChoice Policy and Procedure
Ancillary & hospital Institution Care Transition Exceptions	Administrative 11	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Member Inquiries and Complaints	Administrative 27	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
3 rd Trimester Pregnancy IPA Transfers	Administrative 37	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
HMO Administered Complaints	Administrative 39	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Credentialing for Prospective HMO IPAs	Administrative 45	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Utilization Management Adherence Audit of Participating IPAs	Administrative 60	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Complex Case Management	Administrative 71	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Corrective Action for QI Site Visit of Participating Practitioners and IPAs	QI 2	HMOI, BA HMO, BlueChoice, BlueChoice Select,	HCM Policy and Procedure – Quality Improvement
Guidelines for Treating Tobacco Use and Dependence	QI 6	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure – Quality Improvement
Guidelines for the Prevention and Early Detection of Complication of Diabetes Mellitus	QI 8	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure – Quality Improvement
BCBSIL Clinical Practice Guidelines	QI 10	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure – Quality Improvement
Shared Decision Making	QI 11	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure – Quality Improvement
Screening for Depression Clinical Practice Guidelines	QI 16	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure – Quality Improvement
Plan Notification of Medical-Surgical Services (Referral & Precertification Protocols)	Reference 2	BlueChoice, BlueChoice Select	HCM Policy and Procedure – Reference
Laboratory Network	Reference 3	BlueChoice, BlueChoice Select	HCM Policy and Procedure – Reference
Member Non-Clinical appeals	UM 11	HMOI, BA HMO, PPO, BlueChoice, BlueChoice Select	HCM Policy and Procedure – Utilization Management