

On a monthly basis BCBSIL updates policy and procedures in the Provider Manual. Listed below are the March 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 March 2010**

<b>Policy Name</b>	<b>Policy Number</b>	<b>Product</b>	<b>Provider Manual Location</b>
Member Inquiries and Complaints	Admin 27	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
IPA Compliance with Illinois Registration Requirements	Admin 52	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Case Management	Ref 9	BlueChoice Select, PPO	HCM Policy and Procedure – Reference