

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

Policy Name	Policy Number	Product	Provider Manual Location
Member Inquiries and Complaints	Administrative 27	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
IPA Compliance with Illinois Registration Requirements	Administrative 52	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
IRIS Documentation of Benefit Determinations and Quality of Care	Information Systems 7	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Recovery of Overpayments Due BCBSIL	Administrative 3	BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure – Administrative
Credentialing, Recredentialing, Appointment and Reappointment	Credentialing 2	HMO, BA HMO, BlueChoice	HCM Policy and Procedure – Credentialing
Quality Site Visit Standards	Quality Improvement 1	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure – Quality Improvement
Utilization Management Non-Certifications	Reference 8	BlueChoice, BlueChoice Select	HCM Policy and Procedure – Reference