

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

<b>Policy Name</b>	<b>Policy Number</b>	<b>Product</b>	<b>Provider Manual Location</b>
Past Due Claim Process	Administrative 42	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Quality of Care Complaints Occurrences	Rights and Responsibilities 2	HMOI, BA HMO, PPO, <i>BlueChoice, BlueChoice Select</i>	HCM Policy and Procedure Rights and Responsibilities
Member Clinical Appeal and External Independent Review	Utilization Management 10	HMOI, BA HMO, <i>BlueChoice, BlueChoice Select</i> , PPO	HCM Policy and Procedure – Utilization Management