

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

Policy Name	Policy Number	Product	Provider Manual Location
Recovery of Provider Overpayments Due BCBSIL	Admin 3	BlueChoice Select, HMO Illinois, BlueAdvantage HMO, PPO	HCM Policy and Procedure – Administrative
Oversight of Contracted Vendors	QI 3	HMO Illinois, BlueAdvantage HMO, PPO	HCM Policy and Procedure – Quality Improvement
Member Non-Clinical Appeals	UM 11	BlueChoice Select, HMO Illinois, BlueAdvantage HMO, PPO	HCM Policy and Procedure – Utilization Management
Retroactive IPA Member Changes	Admin 32	HMO Illinois, BlueAdvantage HMO	HMO Policy and Procedure