



**BlueCross BlueShield
of Illinois**

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

Policy Name	Policy Number	Product	Provider Manual Location
Provider Rights and Responsibilities	Reference 13	BlueChoice	BlueChoice Policy and Procedure
Participating Specialist (PSP) Departicipation Member Notification	Reference 31	BlueChoice	BlueChoice Policy and Procedure
Participating Certified Nurse Midwife	Reference 4	BlueChoice, BlueChoice Select	HCM Reference Policy and Procedure
Professional Liability Insurance	Reference 5	BlueChoice, BlueChoice Select	HCM Reference Policy and Procedure
Telephone Consultations	Reference 7	BlueChoice, BlueChoice Select	HCM Reference Policy and Procedure
Contracting Management Firms: Confidentiality Agreement	Administrative 14	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Centralized Triage and Referral for Behavioral Health Care	Administrative 62	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Member Access to Behavioral Health Services	Administrative 64	HMOI, BlueAdvantage HMO	HMO Policy and Procedure

