



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

Policy Name	Policy Number	Product	Provider Manual Location
Eligibility List of BlueChoice Members	Administrative 2	BlueChoice	BlueChoice Policy and Procedure
Covering Physician	Administrative 6	BlueChoice	BlueChoice Policy and Procedure
Patient Age Guidelines	Administrative 16	BlueChoice	BlueChoice Policy and Procedure
Physical, Occupational, and Speech Therapy Network	Administrative 17	BlueChoice	BlueChoice Policy and Procedure
Practice Closure/Patient Termination or Refusal/Provider Network Termination	Reference 6	BlueChoice	BlueChoice Policy and Procedure
Benefits	Administrative 5	BlueChoice, BlueChoice Select	HCM Administrative Policy and Procedure
Monitoring/Corrective Action/Termination	Administrative 6	BlueChoice, BlueChoice Select	HCM Administrative Policy and Procedure
Administrative and Deparicipation Appeal Process for BlueChoice Network Providers	Administrative 7	BlueChoice, BlueChoice Select	HCM Administrative Policy and Procedure
Reimbursement	Administrative 8	BlueChoice, BlueChoice Select	HCM Administrative Policy and Procedure
Delegation of Credentialing and Recredentialing	Credentialing 4	HMOI, BA HMO, BlueChoice, BlueChoice Select	HCM Credentialing Policy and Procedure
Provider Handling of Member Inquiries, Complaints and Appeals	Reference 1	BlueChoice, BlueChoice Select	HCM Reference Policy and Procedure
Member Rights and Responsibilities	Rights and Responsibilities 1	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Rights and Responsibilities Policy and Procedure
Primary Care Physician (PCP) Access Standards	Administrative 10	HMOI, BlueAdvantage HMO	HMO Policy and Procedure

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