



BlueCross BlueShield
of Illinois

A Woman's Principal Healthcare Provider

HMO Policy and Procedure

**BLUE CROSS AND BLUE SHIELD OF ILLINOIS
POLICY**

DEPARTMENT: Network Provider Performance	
POLICY NUMBER: Administrative 44	POLICY TITLE: A Woman's Principal Healthcare Provider
EXECUTIVE OWNER: Executive Director, Provider Performance	BUSINESS OWNER: Manager, Provider Performance
ORIGINAL EFFECTIVE DATE (IF KNOWN): 11/01/1999	COMMITTEE APPROVAL DATE: 10/24/2024

I. SCOPE

This Policy applies to Blue Cross and Blue Shield of Illinois (BCBSIL) Health Management Organization (HMO), and for the following lines of business and products:

Line of Business / Product Scope / Plan Scope/Contract Number (if applicable)	In Scope [x]
HMO Commercial	x
HMO IFM	x
PPO Commercial	
PPO Exchange	

II. PURPOSE

- A WPHCP is a physician licensed to practice medicine in all its branches specializing in Obstetrics and Gynecology (OB/GYN) or Family Practice, and who may also choose to act as a Primary Care Physician (PCP).
- To assure female HMO members the right to directly access the WPHCP of their choice within their selected IPA.
- To assure IPA accountability for WPHCP care.

III. POLICY

Blue Cross and Blue Shield of Illinois (BCBSIL) will offer female members both choice and direct access to all marketed Woman's Principal Healthcare Providers (WPHCPs) within the Medical Group/Independent Physician Association or Physician Hospital Organization (hereinafter the "IPAs") the female member selects.

IV. CONTROLS/MONITORING

The assigned Provider Network Consultant (PNC) for the IPA ensures the IPA understands WPHCP role as a PCP, resolves HMO member inquiries related to WPHCP and works with internal departments as needed.

Line of Business and/or Area	Control Requirements
HMO	HMO Medical Service Agreement defines the role of WPHCP

V. RELATED DOCUMENTS

Administrative 44A - A Woman's Principal Healthcare Provider

VI.IMPACTED BUSINESS AREAS

- HMO Network
- HMO Utilization Management
- HMO Customer Assistant Unit
- BCBSIL Customer Service Centers

VII. POLICY REVIEWERS

Person Responsible for Review	Title	Date of Review
Jessica Whaley	HMO Provider Network Consultant	10/08/2024

VIII. POLICY REVISION HISTORY

Description of Changes	Revision Date
Revised Policy header	10/08/2024

IX. POLICY APPROVALS

Company, Division, Department and/or Committee	By: Name	Title	Approval date
Provider Performance	Geoff Guiton	Executive Director, Provider Performance	10/18/2024
BCBSIL P&P Committee			10/24/2024

BLUE CROSS AND BLUE SHIELD OF ILLINOIS PROCEDURE

DEPARTMENT: Network Provider Performance	
PROCEDURE NUMBER: Administrative 44A	PROCEDURE TITLE: A Woman's Principal Healthcare Provider
EXECUTIVE OWNER: Executive Director, Provider Performance	BUSINESS OWNER: Manager, Provider Performance
ORIGINAL EFFECTIVE DATE (IF KNOWN): 11/01/1999	COMMITTEE APPROVAL DATE: 10/24/2024

I. SCOPE

This Policy applies to Blue Cross and Blue Shield of Illinois (BCBSIL) Health Management Organization (HMO), and for the following lines of business and products:

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PPO Commercial	
PPO Exchange	

II. POLICIES IMPLEMENTED BY PROCEDURE

This Procedure implements the following Policy(ies):

Policy Name	Policy Number
A Woman's Principal Healthcare Provider	Administrative 44

III. PROCEDURE

1. A female member may access a WPHCP for routine care without a referral from the PCP. However, the PCP and the WPHCP must both be within the member's selected IPA.
2. A female member may choose a WPHCP within the IPA they have selected for primary care services.
3. The IPA is required to inform the member of their right to choose a WPHCP and how to change a WPHCP via the new member Welcome letter.

IV. CONTROLS/MONITORING

The assigned Provider Network Consultant (PNC) for the IPA ensures the IPA understands WPHCP role as a PCP, resolves HMO member inquiries related to WPHCP and works with internal departments as needed.

Line of Business and/or Area	Control Requirements
HMO	HMO Medical Service Agreement defines the role of WPHCP and referenced in Procedure.

V. AUTHORITY AND RESPONSIBILITY

The HMO member's assigned IPA is responsible for ensuring a female member has access to WPHCP for routine care without a referral from the PCP.

VI. IMPACTED BUSINESS AREAS

- HMO Network
- HMO Utilization Management
- HMO Customer Assistant Unit
- BCBSIL Customer Service Centers

VII. IMPACTED EXTERNAL ENTITIES

HMO Medical Groups

VIII. PROCEDURE REVIEWERS

Person Responsible for Review	Title	Date of Review
Jessica Whaley	HMO Provider Network Consultant	10/08/2024

IX. PROCEDURE REVISION HISTORY

Description of Changes	Revision Date
Revised Procedure header, added Section II: Policies Implemented by Procedure, deleted Related Documents	10/08/2024

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