



Continuity of Care

HMO Policy and Procedure

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

DEPARTMENT: Network Provider Performance	POLICY NUMBER: Medical Support 01	ORIGINAL EFFECTIVE DATE: 7/1/2000
POLICY TITLE: <i>Continuity of Care</i>		EFFECTIVE DATE:04/01/2023
		LAST REVISION DATE: 4/1/2023
EXECUTIVE OWNER: DSVP, IL Health Care Delivery	BUSINESS OWNER: Executive Director, Network Performance	LAST REVIEW DATE: 04/01/2023

I. SCOPE

This Policy applies to 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 Exchange	x

II. PURPOSE

- To minimize disruptions of care and potential adverse clinical outcomes
- To meet appropriate care expectations for both the member and the selected Medical Group/Individual Practice Association or Physician Hospital Organization (hereinafter the "IPAs"),
- To adhere to all applicable state and/or federal laws for Continuity of Care

III. POLICY

Blue Cross and Blue Shield of Illinois (BCBSIL) provides that Continuity of Care (CoC) may be available to new and existing members that are currently undergoing a course of evaluation and/or medical treatment.

IV. CONTROLS/MONITORING

Line of Business and/or Area	Control Requirements
HMO	Controls are detailed in the Policy itself .

V. SOURCES/REFERENCES

Federal/State	Regulatory Requirements & References
Federal	H.R.2471 - Consolidated Appropriations Act, 2022

VI.IMPACTED BUSINESS AREAS

HMO Customer Assistant Unit
HMO Clinical Programs Strategy and Oversight
HMO Network Operations/Provider Performance
HMO Service Centers

POLICY REVIEWERS

Person Responsible for Review	Title	Date of Review
Ernestine Brown	HMO CAU Unit Manager	March 2, 2022
Mary Ellen Merbeth	HMO Provider Network Consultant	March 2, 2022
Danielle Washington	HMO Provider Network Consultant	8/25/2022
Danielle Washington	Manager HMO Provider Relations	3/15/2023

VII. POLICY REVISION HISTORY

Description of Changes	Revision Date
Updated TOC to COC	3/2/2022

VIII. POLICY APPROVALS

Company, Division, Department and/or Committee	By: Name	Title	Approval date
BCBSIL P&P			3/24/2022
BCBSIL P&P			3/23/2023