



**BLUE CROSS AND BLUE SHIELD OF ILLINOIS
PROCEDURE**

DEPARTMENT: Provider Network Performance	POLICY NUMBER: Utilization Management 03A	ORIGINAL EFFECTIVE DATE: 5/10/2001
POLICY TITLE: Oversight of Contracted Infertility Provider		EFFECTIVE DATE: 06/01/2022 LAST REVISION DATE: 05/01/2021
EXECUTIVE OWNER: DSVP, IL Health Care Delivery	BUSINESS OWNER: Manager Clinical Operations	LAST REVIEW DATE: 06/01/2022

I. SCOPE

This Procedure 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
Health Care Delivery QI HMO Commercial	
Health Care Delivery QI PPO Commercial	
Health Care Delivery QI HMO Exchange	
Health Care Delivery QI PPO Exchange	

II. PROCEDURE

A dated and signed contract, business associate agreement and delegation agreement clearly defining reporting and performance expectations for both BCBSIL and the Contracted Provider must be in place before delegated activities are performed.

The following are required of a Contracted Provider:

- To be in accordance with the delegation agreement the Infertility Provider must submit the following at least annually:
 - Policies and Procedures
 - Reports contractually required documents on a quarterly basis for delegated activities
 - Submission status of the Provider’s Quality Improvement goals related to UM activities on a quarterly, semi-annual and/or annual basis
- All Contracted Providers must present semi-annually at the BCBSIL Quality Improvement Committee meetings.
- BCBSIL reserves the right to periodically participate in Contracted Providers’ Quality Improvement Committee meetings.

Only those activities that are delegated as defined in the contracted Provider’s delegation agreement are applicable for evaluation and scoring. BCBSIL will perform Provider oversight semi-annually using the attached oversight tools.

1. The BCBSIL HMO will review the Provider’s Policies, Procedures and all required submissions prior to delegation.
2. The BCBSIL HMO will review the required submissions from the Contracted Provider for compliance with BCBSIL criteria and provides the Contracted Provider with the submission feedback. The results of the submissions are presented at a minimum -annually at the BCBSIL QI Committee for review and approval.
3. The Contracted Provider is required to respond to areas of deficiency within 30 days from receipt of the submission feedback results. The attached oversight review tools include mechanisms for corrective action and follow-up requests.
4. Consequences for failure to meet BCBSIL’s requirements may include, but are not limited to:
 - development of corrective action plans,
 - BCBSIL audit, and/or
 - revocation of the delegation agreement.
5. Any follow-up or necessary action that needs to be taken relating to the above items will be documented by the BCBSIL HMO UM Department staff and reviewed by the BCBSIL QI Committee, as necessary.

* See Attachments 1for audit tools used to evaluate delegated activities of contracted Providers.

Delegate Submissions Tool (Quarterly)

III. CONTROLS/MONITORING

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

IV. PROCEDURE REVIEWERS

Person Responsible for Review	Title	Date of Review
Melissa Hetzel, RN	Sr. Clinical Delegation Coordinator	5/12/2022

V. PROCEDURE REVISION HISTORY

Description of Changes	Revision Date

VI. PROCEDURE APPROVALS

Company, Division, Department and/or Committee	By: Name	Title	Approval date
BCBSIL P&P			5/26/2022

VII. PROCEDURE ATTACHMENTS / ADDITIONAL INFORMATION

ATTACHMENT 1

Provider: <<Provider Organization>>

Product: <<Product Specified>>

UM Workgroup: <<Date>>

QI Committee: <<Date>

Reviewer: <<Name>>

Quarter: <<Quarter>>

DELEGATE SUBMISSIONS TOOL

Document	Timeframe	Date Received	Points Possible	Points Earned
REPORTING				
1. Quarterly Reports	Quarterly		5 Points (awarded at the end of the reporting year if all four quarters are received)	
• First Quarter Report	1ST			
• Second Quarter Report	2ND			
• Third Quarter Report	3RD			
• Fourth Quarter Report (includes Annual)	4TH			
2. Presentation to the BCBSIL QI Committee	Semi-Annually		5 Points (awarded at the end of the reporting year)	
• First semi-annual report	1ST HALF			
• Second semi-annual report	2ND HALF			
CONTRACTUAL				
1. Signed contract			NA	NA
2. Signed delegation agreement			NA	NA
WHERE QUALITY IMPROVEMENT IS DELEGATED: (If not a delegated service, points in this section are not applicable.)				
1. QI Program Description-Annual	Annually		5 Points	
2. QI Work Plan-Annual	Annually		5 Points	
3. QI Committee-Quarterly (meets at least quarterly with meeting minutes)	Quarterly		5 Points (awarded at the end of the reporting year if all four quarters are received)	
• First Quarter Report	1ST			
• Second Quarter Report	2ND			
• Third Quarter Report	3RD			
• Fourth Quarter Report (includes Annual)	4TH			
4. QI Study Summaries-Annual	Annually		5 Points	
5. QI Indicators-Quarterly	Quarterly		5 Points (awarded at the end of the reporting year if all four quarters are received)	
• First Quarter Report	1ST			
• Second Quarter Report	2ND			
• Third Quarter Report	3RD			
• Fourth Quarter Report (includes Annual)	4TH			
6. Provider Satisfaction Survey Results	Annually		5 Points	
WHERE MEMBER RIGHTS AND RESPONSIBILITIES ARE DELEGATED: (If not a delegated service, points in this section are not applicable.)				
1. Member satisfaction survey	Annually		5 Points	N/A
2. Member inquiry, complaint and appeal policies and procedures	Annually		5 Points	N/A
3. Confidentiality policy and procedure	Annually		5 Points	
4. Member rights and responsibilities indicators	Quarterly		5 Points (awarded at the end of the reporting year if all	
• Complaints/1000	1ST			
• Number of member appeals by type and disposition	2ND			
	3RD			

• Number of member complaints by type and action taken	4TH		four quarters are received)	
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Provider: <Provider Organization>
QI Committee: <Date>
Reviewer: <Name>

Product: <Product Specified>
UM Workgroup Committee: <Date>
Quarter: <<Quarter>>

DELEGATE SUBMISSIONS TOOL - CONT'D					
Document	Timeframe	Date Received	Points Possible	Points Earned	
WHERE UTILIZATION MANAGEMENT IS DELEGATED: (If not a delegated service, points in this section are not applicable.)					
1. UM Program Description	Annually		5 Points		
2. UM Statistics	Quarterly		5 Points (awarded at the end of the reporting year if all four quarters are received)		
• ALOS	1ST				
• Days/1000	2ND				
• Admits/1000	3RD				
• Inpatient readmission rate	4TH				
3. UM Indicators	Quarterly		5 Points (awarded at the end of the reporting year if all four quarters are received)		
• Inter-rater reliability test results	1ST				
• Timeliness of UM decisions	2ND				
• Denials/1000	3RD				
	4TH				
WHERE MEMBER CONNECTIONS IS DELEGATED: (If not a delegated service, points in this section are not applicable.)					
1. Policy and Standard Operating Procedures and Other Documented Materials:	Annually				
• Quality Assurance (Accuracy of Information)					5 Points
• Pharmacy Benefit Information: Web site					5 Points
• Screenshots of Web site Functionality					5 Points
• Telephone Training Modules					5 Points
2. Reporting for QI Process on Accuracy of Information:					
Web Site Audit Results:	Quarterly		5 Points (awarded at the end of the reporting year if all four quarters are received)		
• First Quarter Report	1ST				
• Second Quarter Report	2ND				
• Third Quarter Report	3RD				
• Fourth Quarter Report	4TH				
Telephone Audit Results:	Quarterly		5 Points (awarded at the end of the reporting year if four quarters are received)		
• First Quarter Report	1ST				
• Second Quarter Report	2ND				
• Third Quarter Report	3RD				
• Fourth Quarter Report	4TH				
3. Pharmacy Benefit Updates for Web site and Telephone (including but not limited to recalls, formulary changes, withdrawals, etc.)	Annually		5 Points		
• Documentation of Updates					
Total Score		(Maximum Points Possible)	(Delegate Score)	% Percentage	

*The total points possible will vary depending on the services delegated to the *Provider*. Therefore, the delegate score will be divided by the maximum points possible for a final percentage. Comments and follow-up: