

On a monthly basis BCBSIL updates policy and procedures in the Provider Manual. Listed below are the January 2008 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 January 2008

Policy Name	Policy Number	Product	Provider Manual Location
Ancillary and Hospital Institution care Transition and Exceptions	Administrative 11	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Member Inquiries and Complaints	Administrative 27	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
3 rd Trimester Pregnancy IPA Transfers	Administrative 37	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
HMO Administered Complaints	Administrative 39	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Inquiry Reporting System Documentation of Benefit Determinations and Quality of Care Inquiries-Complaints	Info Systems 7	HMOI, BlueAdvantage HMO	HMO Policy and Procedure
Corrective Action for QI Site Visits of Participating Practitioner and IPAs	Quality Improvement 2	HMOI, BA HMO, BlueChoice, BlueChoice Select,	HCM Policy and Procedure - Quality Improvement
Guidelines for Treating Tobacco Use and Dependence	Quality Improvement 6	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure - Quality Improvement
Guidelines for the Diagnosis and Management of Asthma	Quality Improvement 7	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure - Quality Improvement
Guidelines for the Diagnosis and Treatment of Patients with Depression in the Primary Care Setting	Quality Improvement 9	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure - Quality Improvement
BCBSIL Clinical Practice Guidelines	Quality Improvement 10	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure - Quality Improvement
Shared Decision Making	Quality Improvement 11	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure - Quality Improvement
Guidelines for Chronic heart Failure in the Adult	Quality Improvement 12	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure - Quality Improvement
Guidelines for Primary and Secondary prevention of Atherosclerotic Cardiovascular Disease	Quality Improvement 13	HMOI, BA HMO, BlueChoice, BlueChoice Select, PPO	HCM Policy and Procedure - Quality Improvement
Plan Notification of Medical/Surgical Services (Referral & Precertification Protocols)	Reference 2	BlueChoice, BlueChoice Select	HCM Policy and Procedure - Reference
Member Non-Clinical Appeals	Utilization Management 11	HMOI, BA HMO, PPO, BlueChoice, BlueChoice Select	HCM Policy and Procedure - Utilization Management

Update: January 2008