

2025 Provider Manual – Accreditation Requirements

Confidential and Proprietary

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

NCQA Accreditation

Participating Providers agree to comply with the Blue Cross and Blue Shield of Illinois standard policies and procedures that are necessary for BCBSIL to obtain and maintain accreditation by the National Committee for Quality Assurance and from such other organizations that BCBSIL may seek accreditation or recognition from time to time. Participating Providers agree to the following requirements as outlined in the provider manual and as required by NCQA:

1. Participating Provider agrees to cooperate with utilization management and quality improvement clinical and service activities of the BCBSIL and/or Participating Plan Hospitals, including, but not limited to, pre-certification and notification requirements, concurrent appropriateness and medical necessity review, case management and peer review, and member experience, as designated by BCBSIL. The Participating Provider acknowledges that the utilization management, population health management and quality improvement activities of BCBSIL may change from time to time to include additional utilization management, population health management and quality improvement activities. BCBSIL will notify Participating Providers, through posting on the BCBSIL's website and/or posting in *Blue Review*, the BCBSIL's Participating Provider newsletter, of changes in the utilization management, population health management and quality improvement activities to allow the Participating Provider to comply. The Participating Provider agrees that BCBSIL may use performance data relating to the Participating Provider's provision of services, including, but not limited to, data relating to quality improvement and population health management activities, publicly reported data, network and/or tier status and cost sharing, as BCBSIL deems appropriate to assist members and groups.
2. The Participating Provider agrees that it will maintain adequate medical and administrative records consistent with the standards of major organizations conducting accreditation and will permit BCBSIL, or its agents or representatives, to review such medical records and administrative records regarding covered persons. The Participating Provider agrees to furnish to BCBSIL or its agent or representative necessary quality improvement and population health management data and will permit BCBSIL or its agent or representative to perform site visits to inspect and review such records and inspect the Participating Provider's office facility and equipment during normal business hours as mutually agreed upon in advance for the purpose of BCBSIL's performing utilization management and quality improvement activities. Participating Provider shall permit BCBSIL or its designees, upon reasonable notice and during normal business hours, to have, without charge, access to and the right to examine, audit, excerpt and transcribe any books, documents, papers and records relating to covered person's medical and billing information within the possession of the Participating Provider and to inspect the Participating Provider's operations, which involve transactions relating to covered persons and as may be reasonably required by BCBSIL in carrying out its responsibilities and programs including, but not limited to, assessing quality of care, Medical Necessity, appropriateness of care, and accuracy of billing and payment. The Participating Provider shall make such records available to state and federal authorities, as well as any accrediting bodies which BCBSIL is accredited by or from which it is seeking accreditation involved in assessing quality of care, fraud, abusive billing practices or investigating covered person's grievances or complaints. The Participating Provider agrees to provide BCBSIL or its designees with appropriate working space. Upon reasonable request, photocopies of such records shall be provided to BCBSIL, payor or their designee at no charge.
3. Participating Provider shall obtain, analyze, store, transmit and report protected health Information in accordance with all state and federal laws. As applicable, Participating Provider shall abide by all laws and BCBSIL procedures regarding privacy, confidentiality and accuracy of member's medical and prescription records and other health and enrollment information.
4. The Participating Provider agrees that they shall communicate all appropriate treatment options to members, regardless of cost or benefit coverage for such options.

