



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

DEPARTMENT: Network Provider Performance	POLICY NUMBER: Admin 10	ORIGINAL EFFECTIVE DATE : 05/09/1995
POLICY TITLE: Physician Access Standards		EFFECTIVE DATE: 12/01/2022
		LAST REVISION DATE: 12/01/2018
EXECUTIVE OWNER: DSVP, IL Health Care Delivery	BUSINESS OWNER: Manager, Provider Performance	LAST REVIEW DATE: 12/01/2022

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
PPO Commercial	
PPO Exchange	

II. PURPOSE

- To ensure that all IPA Physicians provide reasonable access to medical services for all HMO members enrolled with the IPA

III. POLICY

Blue Cross and Blue Shield of Illinois (BCBSIL) will ensure implementation of the Medical Group/Individual Practice Association or Physician Organization (hereinafter the 'IPAs') physician access standards for the benefit of its members

IV. CONTROLS/MONITORING

Controls include IPAs are required to submit the following :

- Member Access to PCP Services Attestation Report: Due date April 30th

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

V. RELATED DOCUMENTS

Physician Access Standards Administrative 10 – Policy

VI. SOURCES/REFERENCES

Federal/ State	Regulatory Requirements & References
NCAQ	NCQA 2021- Net 2- Availability of Services, Element A: Access to Primary Care Physician, Element B: Access to Behavioral Health , Element C: Access to Specialty Care

VII. IMPACTED BUSINESS AREAS

HMO Network
HMO Operations
Clinical Programs Strategy and Oversight
Quality Improvement
HMO Service Centers
Illinois Analytics

VIII. POLICY REVIEWERS

Person Responsible for Review	Title	Date of Review
Mary Ellen Merbeth	IL HMO Provider Network Consultant	11/3/2021
Danielle Washington	IL HMO Provider Network Consultant	11/6/2022

IX. POLICY REVISION HISTORY

Description of Changes	Revision Date
Split Template	11/03/2021

X. POLICY APPROVALS

Company, Division, Department and/or Committee	By: Name	Title	Approval date
BCBSIL P&P			11/18/2021
BCBSIL P&P			11/17/2022