



Health Care Delivery Policy and Procedure

Policy Name: Provider Manual

Policy Number: Administrative - 20

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Approval Signature

DSVP, IL Health Care Delivery

Line of Business

Commercial

HMO

PPO

Exchange

HMO

PPO

Government

HMO

PPO

Approving Body

Policy and Procedure Committee

Date: 06/23/2022

Details

Policy:

To provide a reference guide on contractual responsibilities and administration of the Blue Cross and Blue Shield of Illinois (BCBSIL) networks.

Purpose:

BCBSIL will maintain a Provider Manual for use by independently contracted providers who participate in BCBSIL networks. The Provider Manual contains policies, procedures and guidelines that contracted providers are expected to follow. BCBSIL will make the Provider Manual available online or in other manners or forms as it deems appropriate.

Procedure:

1. BCBSIL maintains a Provider Manual which includes, but is not limited to the following information:
 - Member Rights and Responsibilities
 - Contact Personnel
 - Membership Procedures
 - Claims Processing
 - Coordination of Benefits
 - Provider Reimbursement

- Scope of Benefits
- Handling Emergencies
- Inquiries, Complaints and Appeals
- Contractual Responsibilities
- Physician Credentialing/Appointment Policy
- Quality Improvement Program
- Utilization Management Program
- Individual Benefit Management Program
- Medical Management
- Fraud and Abuse Program

The Provider Manual is made available to network providers via the BCBSIL Provider website at <http://www.bcbsil.com/provider/standards/manual.html> or in other manners or forms as it deems appropriate.

2. The Provider Manual may be periodically revised and/or updated by BCBSIL as it deems appropriate.