



**IPA Process for Establishing  
Out of Area for Emergency Services**

**HMO Policy and Procedure**

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

<b>DEPARTMENT: Network Provider Performance</b>	<b>POLICY NUMBER: Administrative 23A</b>	<b>ORIGINAL EFFECTIVE DATE: 4/1/2019</b>
<b>POLICY TITLE: IPA Process for Establishing Out of Area for Emergency Services</b>		<b>EFFECTIVE DATE:04/01/2023</b>
		<b>LAST REVISION DATE: 04/01/2021</b>
<b>EXECUTIVE OWNER: DSVP, IL Health Care Delivery</b>	<b>BUSINESS OWNER: Executive Director, Network Performance</b>	<b>LAST REVIEW DATE: 04/01/2023</b>

**I. SCOPE**

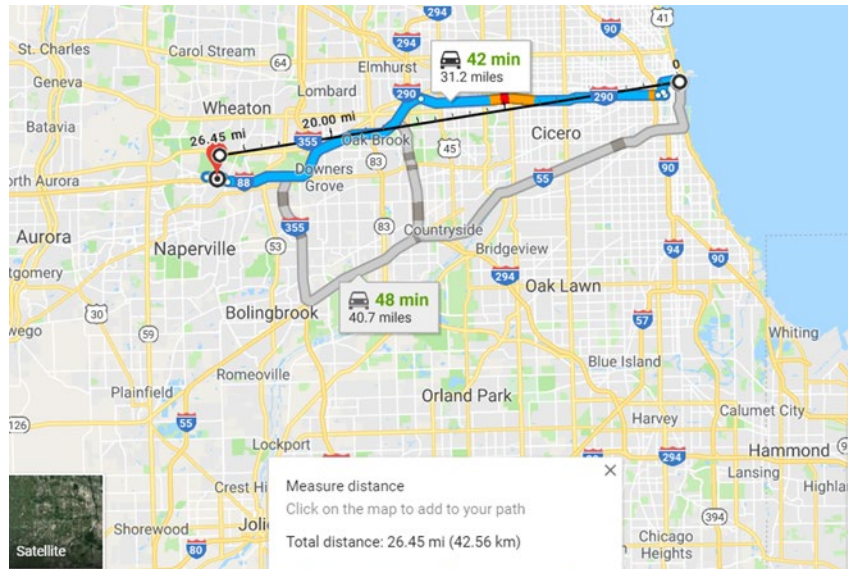
This Procedure applies to the following lines of business and products:

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**

1. The starting point, to establish if the emergency services were rendered out- of -area, is the location in which the member primarily receives their medical care, which is the Primary Care Physician’s office.
2. If there is more than a 30-mile radius between the IPA Physician and the IPA Affiliated Hospital(s), the IPA must use the locations of the PCP and all IPA Affiliated Hospitals to determine the 30-mile radius. In order to meet the Out of Area (OOA) criteria, the measurement from each location must be more than 30 miles from the place of service.
3. The IPA must use the “measure distance” feature on the Google Maps website to verify if the emergency services are out of area.
  - On your computer, open [Google Maps](https://www.google.com/maps).
  - Get directions from your starting point and ending point
  - Right-click on your starting point.
  - Choose Measure distance.
  - Right-click on your ending point

- Choose Distance to here
- At the bottom, you'll see the total distance in miles (mi) and kilometers (km).



1. If the member receives emergency services, the IPA must use the approved website to verify if the emergency services were rendered more than a 30-mile radius of the IPA Physician or IPA Affiliated Hospital.
2. If the IPA verifies the emergency services were rendered more than a 30-mile radius of the IPA Physician or IPA Affiliated Hospital, the IPA will stamp the claim with the appropriate approval status of Not Group Approved Out of Area (NGA-OOA) and forward the claim(s) to BCBSIL for processing. Claims should be sent to:

Blue Cross and Blue Shield of Illinois  
P.O. Box 805107  
Chicago, IL 60680-4112

### III. CONTROLS/MONITORING

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

### IV. AUTHORITY AND RESPONSIBILITY

HMO Network Operations is responsible for coordinating and maintaining policy guidelines.

### V. IMPACTED BUSINESS AREAS

HMO Network Operations/Provider Performance  
HMO Service Center

### VI. IMPACTED EXTERNAL ENTITIES

HMO Medical Groups

**VII. PROCEDURE REVIEWERS**

Person Responsible for Review	Title	Date of Review
Mary Ellen Merbeth	HMO Provider Network Consultant	March 2, 2022
Danielle Washington	Manager Professional Provider Performance	March 15, 2023

**VIII. PROCEDURE REVISION HISTORY**

Description of Changes	Revision Date

**IX. PROCEDURE APPROVALS**

Company, Division, Department and/or Committee	By: Name	Title	Approval date
BCBSIL P&P			3/24/2022
BCBSIL P&P			3/23/2023