



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

DEPARTMENT: Network Provider Performance	POLICY NUMBER: Administrative 44A	ORIGINAL EFFECTIVE DATE: 11/01/1999
POLICY TITLE: A Woman’s Principal Healthcare Provider		EFFECTIVE DATE: 11/01/2022
		LAST REVISION DATE: 11/01/2019
EXECUTIVE OWNER: DSVP, IL Health Care Delivery	BUSINESS OWNER: Manager, Provider Performance	LAST REVIEW DATE: 11/01/2022

I. SCOPE

This Policy applies to Blue Cross and Blue Shield of Illinois (BCBSIL) Health Management Organization (HMO), and for 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. PROCEDURE

1. A female member may access a WPHCP for routine care without a referral from the PCP. However, the PCP and the WPHCP must both be within the member’s selected IPA.
2. A female member may choose a WPHCP within the IPA they have selected for primary care services.
3. The IPA is required to inform the member of their right to choose a WPHCP and how to change a WPHCP via the new member Welcome letter.

III. CONTROLS/MONITORING

The assigned Provider Network Consultant (PNC) for the IPA ensures the IPA understands WPHCP role as a PCP, resolves HMO member inquiries related to WPHCP and works with internal departments as needed.

Line of Business and/or Area	Control Requirements
HMO	HMO Medical Service Agreement defines the role of WPHCP and referenced in Procedure.

IV. AUTHORITY AND RESPONSIBILITY

The HMO member's assigned IPA is responsible for ensuring a female member has access to WPHCP for routine care without a referral from the PCP.

V. RELATED DOCUMENTS

Administrative 44 - A Woman's Principal Healthcare Provider

VI. IMPACTED BUSINESS AREAS

- HMO Network
- HMO Utilization Management
- HMO Customer Assistant Unit
- BCBSIL Customer Service Centers

VII. IMPACTED EXTERNAL ENTITIES

HMO Medical Groups

VIII. PROCEDURE REVIEWERS

Person Responsible for Review	Title	Date of Review
Mary Ellen Merbeth	HMO Provider Network Consultant	10-6-2021
Danielle Washington	HMO Provider Network Consultant	10-5-2021

IX. PROCEDURE REVISION HISTORY

Description of Changes	Revision Date
Transferred P&P to new P&P template	09/29/2021

X. PROCEDURE APPROVALS

Company, Division, Department and/or Committee	By: Name	Title	Approval date
BCBSIL P&P Committee			10/28/2021
BCBSIL P&P Committee			10/27/2022