



Health Care Delivery Policy and Procedure



**Policy Name:** Provider Handling of Member Inquiries, Complaints and Appeals  
**Policy Number:** Reference – 01  
**Effective Date:** 10/01/04  
**Revision Date:** 12/01/20 **Review Date:** 12/01/22

**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:** 11/17/2022

**Details**

**Policy:**

Blue Cross and Blue Shield of Illinois (BCBSIL) ensure that participating providers are informed of the services available to members to request information, verbalize complaints and question appeal decisions.

**Procedure:**

1. The provider should direct the member to call the customer service telephone number identified on the back of the member’s identification card, for the following reasons:
  - a) benefit information
  - b) verification of coverage
  - c) information about BCBSIL
  - d) information regarding the status of a claim
2. If the member is dissatisfied with:
  - a) his/her medical care, or
  - b) the decision(s) of BCBSIL,
3. The provider should direct the member to call the customer service telephone number identified on the back of the member’s identification card to initiate the review/appeal process.

4. At any time during this process, the member may request in writing that the provider or an authorized representative act on the member's behalf.
5. During the course of the appeals process the provider may be requested to submit clinical care documentation (i.e., medical records).

Should you have questions or concerns about this policy, please contact the Provider Telecommunications Center at 800-972-8088 or your assigned Provider Network Consultant or send an email to the shared email account for the territory of your office location. This information is available on our website at [www.bcbsil.com/pdf/education/prov\\_network\\_consultant\\_list.pdf](http://www.bcbsil.com/pdf/education/prov_network_consultant_list.pdf)