

Blue Cross Community Health Plans Provider Forum

The Drury Inn Mt. Vernon, Illinois

December 4, 2018

8:30 a.m. - 12:30 p.m.

8:30 - 9:00	Registration & Continental Breakfast
9:00 - 9:15	Welcome <ul style="list-style-type: none">• Joette Hula, Director of Provider Contracting
9:15 - 9:30	Blue Cross Community Health Plans Update <ul style="list-style-type: none">• Grace Mabry, Provider Network Consultant
9:30 - 9:45	BCBSIL Website Review <ul style="list-style-type: none">• Amy Phillips, Provider Network Consultant• Allison Scott, Provider Network Consultant
9:45 - 10:00	Pharmacy Program <ul style="list-style-type: none">• Chris McCorkle, Provider Network Consultant
10:00 - 10:20	Availity Online Tools & Resources <ul style="list-style-type: none">• Ruth Hendricks, Provider Education Consultant
10:20 - 10:45	Quality Program <ul style="list-style-type: none">• Beth Markley, Manager of Quality Improvement
10:45 - 11:00	Break
11:00 - 11:30	Care Coordination <ul style="list-style-type: none">• Cari Outman, Unit Manager of Clinical Operations• Sheri Stone, Behavioral Health Care Coordinator
11:30 - 11:50	Claim Disputes <ul style="list-style-type: none">• Josh Warren, Provider Network Consultant
11:50 - 12:00	Member Appeals <ul style="list-style-type: none">• Carolyn Davis, Appeals Supervisor
12:00 - 12:30	Question & Answer