

# Blue Cross Community Health Plans Provider Forum

The Crowne Plaza Springfield, Illinois

December 6, 2018

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

<b>8:30 - 9:00</b>	<b>Registration &amp; Continental Breakfast</b>
<b>9:00 - 9:15</b>	<b>Welcome</b> <ul style="list-style-type: none"><li>• Joette Hula, Director of Provider Contracting</li></ul>
<b>9:15 - 9:30</b>	<b>Blue Cross Community Health Plans Update</b> <ul style="list-style-type: none"><li>• Grace Mabry, Provider Network Consultant</li></ul>
<b>9:30 - 9:45</b>	<b>BCBSIL Website Review</b> <ul style="list-style-type: none"><li>• Amy Phillips, Provider Network Consultant</li><li>• Allison Scott, Provider Network Consultant</li></ul>
<b>9:45 - 10:00</b>	<b>Pharmacy Program</b> <ul style="list-style-type: none"><li>• Chris McCorkle, Provider Network Consultant</li></ul>
<b>10:00 - 10:20</b>	<b>Availity Online Tools &amp; Resources</b> <ul style="list-style-type: none"><li>• Daphney Schimanski, Provider Education Consultant</li></ul>
<b>10:20 - 10:45</b>	<b>Quality Program</b> <ul style="list-style-type: none"><li>• Beth Markley, Manager of Quality Improvement</li></ul>
<b>10:45 - 11:00</b>	<b>Break</b>
<b>11:00 - 11:30</b>	<b>Care Coordination</b> <ul style="list-style-type: none"><li>• Charlotte Dennison, Director of Clinical Operations</li><li>• Kendra Patton, Behavioral Health Care Coordinator</li></ul>
<b>11:30 - 11:50</b>	<b>Claim Disputes</b> <ul style="list-style-type: none"><li>• Josh Warren, Provider Network Consultant</li></ul>
<b>11:50 - 12:00</b>	<b>Member Appeals</b> <ul style="list-style-type: none"><li>• Erica Trimble, Manager of Subscriber Services</li></ul>
<b>12:00 - 12:30</b>	<b>Question &amp; Answer</b>