

## INDEPENDENCE BLUE CROSS POLICIES/PROCEDURES FOR NOTICE OF CHANGES TO HOSPITALS

### Hospital Contract – Standard Provision

#### Section 22.5 - Instructions and Communications:

From time to time, Independence shall use provider bulletins, letters, Hospital Manual updates and similar written forms of communication to inform Participating Providers of changes to Independence policies and procedures that may affect Hospital and which may be included and made part of the Hospital Manual, as applicable. Examples of such information include, but are not necessarily limited to, changes which Independence plans to make in any Utilization Management policies or criteria applicable to Hospitals, Quality Management Program or Beneficiary Grievance Procedures, acceptable billing and claim forms or methods, regulatory changes, or other policies affecting Independence's administration of this Agreement. Independence shall provide reasonable advance notification of at least thirty (30) days when there are planned changes in such administrative policies and procedures which are related to Covered Services provided under this Agreement. Hospital agrees to comply with such communications.

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Notices regarding changes may be communicated by means of the following:

- **Contract Amendment:** Notices regarding substantive changes or changes due to regulatory requirements require amendments to the provider contract. These documents are sent via certified mail.
- **Partners in Health Update:** Changes to existing policies/procedures and routine administrative changes are provided in our monthly Partners in Health Updates. A Post Card is sent to all participating hospital, professional and ancillary providers via mail to advise that a new update is available on:  
[www.ibx.com/providers/communications/update](http://www.ibx.com/providers/communications/update)
- **Provider Bulletins:** Notice of changes regarding correlation edits and/or fee schedule coding updates are sent via Provider Bulletins which are released electronically to hospitals and ambulatory surgery centers. Archived copies of Provider Bulletins can be accessed on-line at:  
[www.ibx.com/providers/communications/bulletins/facility](http://www.ibx.com/providers/communications/bulletins/facility)

In addition to the above communications, Independence Blue Cross makes information regarding policies and procedures available to providers on its corporate website, [www.ibx.com](http://www.ibx.com), as well as through Navinet, and Provider Manuals.