



Provider Manual

Updated July 2010

Table of Contents

- 1.0 Introduction
- 2.0 Administrative Procedures
- 3.0 Provider Roles and Responsibilities
- 4.0 Office Standards
- 5.0 Utilization Management
- 6.0 Quality Improvement
- 7.0 Emergency Care/Urgent Care Services
- 8.0 Additional Benefits and Programs
- 9.0 Outpatient Pharmacy Services
- 10.0 Clinical Practice Guidelines
- 11.0 Claim Filing Instructions
- 12.0 Important Contact Information
- 13.0 Forms, Documents & Reference Materials
- 14.0 Acronyms
- 15.0 Index