

IT'S YOUR CHOICE TAKE CARE

PPO Health Plan Members

Effective March 1, 2007: – therapy services require letter of medical necessity from provider

Please be aware that during a recent audit of the PPO health care plan it was determined that Blue Cross was not administering a long standing provision of the plan. This provision states:

PPO plan benefits will be provided for therapy services when these services are rendered by a registered therapist under the supervision of a physician. This therapy must be furnished under a written plan established by a Physician and regularly reviewed by the therapist and Physician. The plan must be established before treatment is begun and must relate to the type, amount, frequency and duration of therapy and indicate the diagnosis and anticipated goal.

Beginning March 1, 2007, Blue Cross will resume administering this provision as stated above. In December 2007, PPO health care plan members should have received a letter from Blue Cross about this matter indicating that they will be required to obtain a letter of medical necessity for all therapy services, such as speech, occupational or physical therapy, rendered in a physician's office or outpatient hospital setting.

The letter of medical necessity should be obtained from the treating provider, and should include specific information concerning the member's treatment plan, the frequency and the duration of therapy services. The letter should be sent to:

Blue Cross Blue Shield of Illinois
P.O. Box 805107
Chicago, IL 60680-4112

The group and member ID numbers should also be included with the letter. This information is found on your Blue Cross and Blue Shield ID card.

The reason for this provision, which is common to the majority of health care plans, is to help Northwestern University best utilize its available resources, and provide health care coverage for services that are determined to be medically appropriate and necessary by your provider. As in past years, there will be no dollar or visit limits for therapy services for 2007, however, beginning March 1st your benefits will be paid in conjunction with the treatment plan outlined by your provider and deemed medically necessary by Blue Cross.

If you have any questions pertaining to this change, please contact Blue Cross Customer Service at (800) 327-8497.