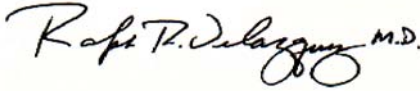




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|---|--|
| Binder: | <u>Provider HMO/POS/QCP Policy and Procedure Manual</u> |
| Policy | |
| Title: | <u>Covering Providers</u> |
| Original | Original |
| Author: | Date: <u>December 1, 1994</u> |
| | Policy |
| Replaces: <u>Confidentiality</u> | Number: <u>PR917A104</u> |
| Approval: | |
| |  |
| Title: | Vice President & Chief Medical Officer |

POLICY

All OSF HealthPlans Participating Providers are required to make arrangements for 24-hour coverage, seven days per week.

PURPOSE

To ensure continuity and/or coordination of care to OSF HealthPlans members.

PROCEDURE

1. OSF HealthPlans encourages providers to utilize other OSF HealthPlans network providers to provide coverage.
2. Providers may utilize non-participating providers for practice coverage as long as the covering provider agrees to:
 - A. Adhere to all OSF HealthPlans Utilization Management policies;
 - B. Accept the OSF HealthPlans fee schedule as reimbursement in full; and
 - C. Collect from the member the required co-payment, co-insurance or deductible.
3. The covering provider cannot balance bill the member.