

#### THIS MANUAL CONTAINS A REQUIRED DISCLOSURE CONCERNING BLUE CROSS AND BLUE SHIELD OF TEXAS CLAIMS PROCESSING PROCEDURES

#### Blue Choice PPO<sup>SM</sup> and Blue High Performance Network<sup>SM</sup> (BlueHPN)<sup>SM</sup> Provider Manual

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| Important   | Throughout this provider manual there will be instances when there are               |
|-------------|--|
| Information | references unique to Blue Choice PPO, Blue High Performance                          |
|             | Network, Blue Edge, EPO and the Federal Employee Program.                            |
|             | These specific requirements will be noted with the plan/network name. If             |
|             | a Plan/network name is not specifically listed or " <b>Plan</b> " is referenced, the |
|             | information will apply to <b>all PPO</b> products.                                   |

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A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



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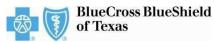
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#### Welcome to the Blue Choice PPO<sup>SM</sup> and Blue High Performance Network<sup>SM</sup> (Blue HPN)<sup>SM</sup> Network

| The Plan<br>Network<br>Objective   | The Plan network is composed of physicians, professional providers, hospitals, facilities and ancillary providers that have contracted with Blue Cross and Blue Shield of Texas (BCBSTX) with a common objective — to offer cost-effective medical care and services to BCBSTX subscribers through managed care products.  |
|------------------------------------|--|
| The Plan<br>Network<br>Benefits    | The Plan network benefits both the BCBSTX subscriber and their<br>physician, professional provider, facility or ancillary provider.<br>The health care benefit products outlined in this Provider Manual<br>feature lower out-of-pocket expenses for the subscriber,<br>providing a strong incentive to seek health care from Plan<br>network physicians, professional providers, facility and ancillary<br>providers.       |
| Information<br>Provided<br>in this | This Provider Manual has been created for Plan network physicians, professional providers, facility and ancillary providers.   |
| Provider<br>Manual                 | The information in the Provider Manual is specific to these<br>products:<br>• Blue Choice PPO<br>• Blue High Performance Network<br>• BlueEdge<br>• EPO<br>• Federal Employee Program (FEP)  |
|                                    | The subscriber identification (ID) card furnishes information<br>about the products listed above that health care providers need<br>to serve their clients effectively. Give special attention to the<br>type of plan and the subscriber ID number.<br>You may also encounter patients with BCBSTX products not<br>listed above. You will recognize these products by the<br>identification cards presented by the patients. |
|                                    | Guidelines and information for these products may be similar,<br>but are not identical to the information in this Provider Manual.<br>When you see other identification cards, contact Customer<br>Service to receive the most current and accurate information<br>about these products.   |
|                                    | No matter which BCBSTX product your patient may have, each<br>card has a toll-free number to call for information and<br>assistance. Obtaining the correct information will save your staff<br>time and effort.  |

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#### Welcome to the Blue Choice PPO<sup>SM</sup> and Blue High Performance Network<sup>SM</sup> (Blue HPN)<sup>SM</sup> Network

| <ul> <li>This Provider Manual will assist you in the day-to-day administration of the Plan network, providing needed information including:</li> <li>Characteristics of the health benefit plans/products</li> <li>Instructions to check eligibility, benefits, claims status and verification</li> <li>Referral Authorization</li> <li>Select Outpatient Prior Authorization, Inpatient Admissions and Maternity Notification s</li> <li>Updates to this Provider Manual will be provided periodically, when changes occur.</li> </ul>   |
|---|
| BCBSTX may amend this Agreement or may modify the<br>Provider Manual where such amendment or modification is<br>materially adverse to a health care provider or Medical Group<br>and is not required by the applicable laws only upon ninety<br>(90) days prior written notice to health care provider or<br>medical group. The health care provider or medical group may<br>terminate this Agreement by giving written notice of such<br>termination by the health care provider or medical group<br>within thirty<br>(30) days of its receipt of such notice of amendment or<br>modification, effective no earlier than the end of such<br>amendment or modification notice period unless within sixty-<br>five (65) days following the date of such amendment or<br>modification notice BCBSTX gives written notice to the health<br>care provider or medical group that it will not carry into<br>effect such amendment or modification. Health care<br>provider's or medical group's failure to give notice of<br>termination to BCBSTX within thirty (30) days of its receipt<br>of such notice of amendment or modification shall constitute<br>agreement to and acceptance of such amendment or<br>modification by the health care provider or medical group. |
| The information contained in this provider manual is the<br>proprietary information of BCBSTX and is intended for the<br>exclusive use of Plan contracted health care providers. The<br>information is current at the time it is being published and<br>may be amended from time to time, as provided in the<br>BCBSTX Provider Agreement.  |
|   |

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AIM Specialty Health is an independent medical benefits management company that provides utilization management services for Blue Cross and Blue Shield of Texas (BCBSTX).