



**BlueCross BlueShield  
of Oklahoma**

## **2009 Oklahoma Utilization Management and Case Management Guidelines**

All Oklahoma providers statewide are invited to attend a webinar to cover the following information:

- UM/CM New Guidelines
- Appeals and Reviews
- Refunds / Recoupments - New ERM
- Blue Card
- Electronic Tools (ERA, EFT, EPS)
- Clear Claim Connection (Code Auditing Tool)
- Upcoming Enhancements

Multiple sessions are available.  
Choose the date and time that best fits your schedule.

Monday, Nov. 23	10 - 11:30 a.m.
Tuesday, Nov. 24	10 - 11:30 a.m.
Tuesday, Nov. 24	2 - 3:30 p.m.
Tuesday, Dec. 1	10 - 11:30 a.m.
Wednesday, Dec. 2	10 - 11:30 a.m.
Thursday, Dec. 3	2 - 3:30 p.m.
Friday, Dec. 4	10 - 11:30 a.m.
Friday, Dec. 4	2 - 3:30 p.m.
Tuesday, Dec. 8	10 - 11:30 a.m.
Wednesday, Dec. 9	10 - 11:30 a.m.
Wednesday, Dec. 9	2 - 3:30 p.m.
Thursday, Dec. 10	2 - 3:30 p.m.
Friday, Dec. 11	10 - 11:30 a.m.
Tuesday, Dec. 15	10 - 11:30 a.m.
Tuesday, Dec. 15	2 - 3:30 p.m.
Wednesday, Dec. 16	10 - 11:30 a.m.
Thursday, Dec. 17	2 - 3:30 p.m.
Tuesday, Dec. 22	10 - 11:30 a.m.
Tuesday, Dec. 22	2 - 3:30 p.m.
Tuesday, Dec. 29	2 - 3:30 p.m.
Wednesday, Dec. 30	10 - 11:30 p.m.
Thursday, Dec. 31	10 - 11:30 p.m.

Register by emailing [PASS\\_Workshops@BCBSTX.com](mailto:PASS_Workshops@BCBSTX.com) or by contacting LaTanya Jones at (903) 934-7294 or Jennifer Duckworth at (903) 923-2770.