

**2007 POLICIES AND PROCEDURES
SUMMARY OF PREMIER BLUE CHANGES**

Page 7, II. CREDENTIALING, C. & D. – These paragraphs have been updated to reflect recredentialing changed from every two years to every three years.

Pages 20 & 21, XIX. MEMBER COMPLAINT AND GRIEVANCE PROCEDURES, 1st & 2nd paragraphs – The policy now requires claims appeals to be in writing. In the third paragraph, the reference to a member requesting a formal grievance hearing was removed since it is contained in the member's contract.