



PROVIDER BULLETIN
#22-2017

TO: Participating hospitals
FROM: Provider Network Services
DATE: December 21, 2017
SUBJECT: Change in after-hours coverage for urgent discharge planning

We are sending this bulletin to notify you that Independence Blue Cross will be changing the hours of availability for urgent discharge planning effective February 1, 2018.

We will continue to have staff on hand seven days a week, but the evening hours will change and we will no longer have on-call staff available in the evening. Please note, however, that messages can be left with the answering service and will be returned the next business day.

The updated hours for urgent discharge planning will be:

- Monday – Friday, 8 a.m. – 5 p.m.
- Saturday – Sunday and holidays, 9 a.m. – 5 p.m.

More information

If you have any questions about the updated hours, please call Clinical Services at 1-800-ASK-BLUE. For further information on discharge planning coordination, please review the Clinical Services – Utilization Management section of the *Hospital Manual for Participating Hospitals, Ancillary Facilities, and Ancillary Providers*.

We encourage you to share this information with appropriate members of your staff.
