



An independent licensee of the Blue Cross and Blue Shield Association

Provider Relations  
4000 House Avenue  
PO Box 2266  
Cheyenne, WY  
82003  
888-666-5188  
WyomingBlue.com

# Provider Highlights

## Dispute Resolution Process

### Policy

Blue Cross Blue Shield of Wyoming (BCBSWY) maintains a formal Dispute Resolution Process to allow providers an opportunity to challenge decisions made by BCBSWY that affect the provider's status as a Participating Provider in one or more of BCBSWY's provider networks.

NOTE: The Dispute Resolution Process is not available to Participating Provider's where the termination or removal from a BCBSWY provider network was a result of: (1) repeated non-performance of obligations without corrective action, (2) revocation of medical licensure, (3) violations of professional standards, and (4) the commission of unlawful acts. These situations constitute grounds for termination for cause from the BCBSWY provider networks, as outlined in the *Participating Provider Agreement*, and do not give rise to a right to BCBSWY's Dispute Resolution Process.

Upon being denied inclusion in the BCBSWY provider network, or upon provider's termination or removal from the BCBSWY provider network, a provider has the right to dispute the actions taken by BCBSWY upon a written request to BCBSWY to institute the Dispute Resolution Process. The provider must include the following information in his/her written request:

- The nature of the problem,
- Previous attempts, if any, to resolve the issue, and
- Any other pertinent information.

The provider may submit its request for the Dispute Resolution Process in writing, either by electronic mail, surface mail, special delivery or other source of written communication to BCBSWY at the following address:

Blue Cross Blue Shield of Wyoming  
Attn: Provider Relations  
4000 House Ave.  
P.O. Box 2266  
Cheyenne, WY 82003  
[provider.relations@bcbswy.com](mailto:provider.relations@bcbswy.com)

The formal Dispute Resolution Process is documented and reviewed at least annually by the Credentialing Committee. The Medical Director and at least one licensed Participating Provider sits on the Credentialing Committee.

January 24, 2014

