



**BCBSOK/BlueLincs HMO/Blue Advantage
Behavioral Health Care Clinic**

PROVISION OF SERVICES

- The clinic's policies include a description of the services the clinic furnishes directly, (scope of service) and those furnished through agreement or arrangement.
- The clinic's policies include guidelines for the medical management of health problems which include treatment protocols.

PROGRAM EVALUATION

- The clinic carries out, or arranges for, an annual evaluation of its total program.
- The clinic conducts an evaluation to determine whether the utilization of services were appropriate