

Change Control Record

Date	Section(s)	Page(s)	Change
December 2011	2.5	9	Added nurse practitioners to the list of primary care provider
	2.6	11	Added new section: Requirements for the Utilization of Nurse Practitioners (NPs) as Providers of Health Care Services
	12.0	39	Added grade level requirement for marketing and advertising materials
	12.3	41-42	<ul style="list-style-type: none"> • Changed section name to "Focus Group and Member Surveys" • Updated section to include member survey language
	12.4	42	Updated Members Services section
	Appendix 4	59	Corrected Appendix 4 heading