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| **Title:** | **DOCUMENT APPROVAL PROCESS** |
| Company: | Blue Cross Blue Shield |
| Address: | 300 E Randolph St, Chicago, IL 60601 |
| Phone: | (312) 653-6000 |

### Purpose

Document approval is obtained through an established, efficient, and accountable process within a hierarchical team structure. By following the **Document Approval Process** procedure, the Author ensures all required approvals are obtained, and that the document is thoroughly reviewed by all necessary Subject Matter Experts (SMEs) before finalization.

### Scope

This procedure applies to all documents requiring formal approval within Blue Cross Blue Shield (BCBS), including policy procedures, project proposals, reports, and Human Resource (HR) materials. This procedure covers the process from draft creation to final approval.

### Applicability

This procedure is applicable to all BCBS employees involved in the creation, review, and approval of documents within the organization, regardless of their role or department.

### Definitions

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| BCBS | Blue Cross Blue Shield |
| Document | Any written material that requires formal review and approval, such as policies, proposals, and reports |
| HR | Human Resources |
| SME | Standard Operating Procedure |
| SOP | Subject Matter Experts |
| SP | SharePoint |

### Responsibilities

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| Administrative Support | Assist with managing the approval process, tracking document status, and maintaining records |
| Approver | A designated individual with the authority to approve the document, typically at a higher hierarchical level |
| Author | Prepare the draft, submit it for review and approval, and make necessary revisions based on feedback |
| Reviewer | An individual or group responsible for examining the document for accuracy, completeness, and compliance |

### Procedure steps

1. **Document Creation**
   1. **Drafting**

The Author prepares an initial draft of the document, utilizing site templates and content standards.

* 1. **Internal Review**

The Author conducts a preliminary review to check for errors, inconsistencies, and completeness before formal approval submission.

1. **Submission for Review**
   1. **Identify Reviewers**

The Author identifies all required reviewers based on the document’s content and intended impact. Reviewers are selected based on their expertise and relevance to the document’s subject matter.

A minimum of one Reviewer is required to send a document through the approval process.

* 1. **Submit Draft**

The Author submits the draft to the Reviewer(s) utilizing the **Designated Review System** procedure.

* 1. **Review Period**

Once Reviewers receive the draft submission, they have 7 business days to review the document and provide feedback.

1. **Review and Feedback**
   1. **Revise Document**

The Author addresses the feedback by making necessary revisions and updates to the document. Revised drafts should be shared with reviewers if material changes are made.

1. **Approval Process**
   1. **Identify Approvers**

The Author identifies the necessary approvers. This typically includes individuals at higher hierarchical levels or those with decision-making authority.

**NOTE:** The Approvers cannot be the Author or Reviewer.

* 1. **Submit for Approval**

The final revised document is submitted to the designated approvers for formal approval. This can be done in SharePoint (SP) Workflow.

* 1. **Approval Confirmation**

Approvers review the document and provide their formal approval or feedback. Approvals should be documented in the SP Workflow system.

* 1. **Final Adjustments**

If approvers request additional changes, the Author makes the necessary adjustments and resubmits the document for final approval.

1. **Document Finalization**
   1. **Finalize Document**

Once all required approvals are obtained, the document is finalized. This includes incorporating any final changes and ensuring that the document is formatted according to organizational standards.

* 1. **Distribute Document**

The finalized document is distributed to all relevant stakeholders and stored in the SP document management system.

* 1. **Document Record**

A record of the document approval process, including drafts, feedback, and final approvals, is maintained for future reference and audit purposes.

1. **Annual Review**

**NOTE:** After one year the Author will utilize the **Annual Procedure Reapproval** procedure to submit the procedure for reapproval.

### Version History

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| --- | --- | --- | --- | --- |
| **Date** (YYYY-MM-DD) | **Author** | **Change Description** | **Version** | **Referenced Sections** |
| 2022-09-02 | Emili Raeder | Document Creation | 1.1 | ALL |
| 2023-09-02 | Emili Raeder | Annual Review | 1.2 | ALL |
| 2024-09-02 | Emili Raeder | Annual Review | 1.3 | ALL |
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