



August 1, 2019

BLUECARD

Out-of-State Blue Plans May Contact You

Florida Blue is now participating with 25 out-of-state Blue Cross and Blue Shield (BCBS) plans in a pilot allowing participating BCBS plan service representatives to contact provider offices outside of their plan network. This is being done to help resolve specific member issues. By having the service representative talk directly with your office, issues can often be resolved in real time. [Learn more>>](#)

What's in a Name? A Lot When it Comes to BlueSelect

You may think all Blue Cross and Blue Shield insurance products are the same — especially when they have the same name, but that isn't the case with BlueSelect. Wellmark Blue Cross and Blue Shield of South Dakota (Wellmark) offers a PPO insurance product called Blue Select. This product, which is distinctly different from Florida Blue's BlueSelect product, includes out-of-area coverage under the BlueCard[®] Program. [Learn more>>](#)

HEALTH CARE PLANS (MEDICARE ADVANTAGE)

SilverSneakers Helps Older Adults Stay Active

The SilverSneakers[®] fitness and wellbeing program is an easy and affordable way for Medicare members to get fit and have fun. SilverSneakers is available at no additional charge to members enrolled in our BlueMedicareSM Medicare Advantage health plans. Florida Blue members with a Medicare Supplement plan can join SilverSneakers for a modest program fee. [Learn more>>](#)

Dual-Eligible Special Needs Plan: CMS-Required Provider Training

Our contracted medical providers and staff who provide care to dual-eligible special needs members are required by the Centers for Medicare & Medicaid Services to attend training about the Dual-Eligible Special Needs Plan (D-SNP) Model of Care. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Changes Made to HEDIS Measure for Lower Back Pain

The Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) measure *Using Imaging Studies for Lower Back Pain* is used to evaluate the appropriate use of all diagnostic imaging studies for uncomplicated new onset lower back pain. A number of medical conditions where imaging could be medically necessary have been added to the measure. By simply providing the additional diagnosis in your medical evaluation, your patient with low back pain is excluded from your HEDIS metric. [Learn more>>](#)

SELF-SERVICE TOOLS

New Behavioral Health Toolkit Available to Primary Care Providers

New Directions Behavioral Health now offers an online toolkit with material to help primary care providers address behavioral health and substance use issues. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

ASH to Manage Most Chiropractic Services Starting October 1, 2019

As a reminder, we're expanding our contract with American Specialty Health Group, Inc. (ASH) to provide chiropractic management services to the Preferred Patient Care and Traditional networks effective October 1, 2019. [Learn more>>](#)

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).