



---

March 27, 2020

## COVID-19 SPECIAL ALERTS

### COVID-19 Updates as of March 27, 2020

In response to the coronavirus disease (COVID-19), **we've made additional process updates** which are now in place for our commercial, Affordable Care Act (ACA), Medicare Advantage and Federal Employee Program® (FEP) lines of business. They remain in effect until further notice. We'll keep you informed as information changes. **Note:** For easy reference, new updates are noted in red throughout the communication. [Learn more>>](#)

### COVID-19 Provider Billing Guidelines

We've established billing guidelines for our commercial, Affordable Care Act (ACA), Medicare Advantage and Federal Employee Program® (FEP) lines of business. To ensure proper, timely reimbursement, please submit claims using the following guidelines. **Note:** Please check these guidelines often as they will be updated on a regular basis. The guidelines are located on our [COVID-19 web page on floridablue.com](#) specifically for providers. These remain in effect until further notice. [Click here for the COVID-19 Provider Billing Guidelines](#)

### Reminder: Claim Inquiries Transition to Availity Self Service to Prioritize Calls During COVID-19

We understand you're experiencing longer-than-normal hold times during the coronavirus disease (COVID-19) pandemic. To help with this, we're prioritizing your most critical calls. This will ensure your patients, our members, continue to have access to care when they need it. Claim status inquiries will now be handled through the Availity®<sup>1</sup> online self-service tools, including the Availity Secure Messaging Tool. [Learn more>>](#)

[Click here](#) to go to our COVID-19 web page on floridablue.com specifically for providers. It contains the latest coronavirus information including the provider billing guide, current and past provider communications, forms, additional resources and more.

---

## FEDERAL EMPLOYEE PROGRAM

### 2020 FEP Quick Reference Guide Now Available

We've updated the 2020 Quick Reference Guide for the Blue Cross and Blue Shield Federal Employee Program®. This handy guide will help you close care gaps for FEP members. [Learn more>>](#)

---

## MISCELLANEOUS

### **National Doctors' Day is March 30**

As we celebrate National Doctors' Day on Monday, March 30, during the coronavirus 19 (COVID-19) pandemic, it's particularly appropriate that we thank you for the care you provide our members. [Learn more>>](#)

---

## PHARMACY

### **Update Made to Preferred Biosimilars for Certain Medications**

We've updated the recent bulletin about the biosimilars required for select medications for non-Medicare plans beginning April 1, 2020. There's been a change in the list of preferred biosimilars. [Learn more>>](#)

---

## SELF-SERVICE TOOLS

### **Updates Made to Provider Link**

The latest set of enhancements is now available in *Provider Link*—your platform for managing your Florida Blue Medicare Advantage patients. It just got easier to filter certain Medicare Advantage and Medicaid patient lists, and to screen new patient information such as care gaps and coding opportunities. [Learn more>>](#)

---

## UTILIZATION MANAGEMENT

### **Authorization Requests: Helpful Tips and Fax Numbers Provided**

You won't want to miss these tips for submitting authorization requests or supportive documentation. Also included are important Utilization Management fax numbers. [Learn more>>](#)

---

<sup>1</sup>Availity LLC is a multi-payer joint venture company. To register or for more information, visit [availity.com](http://availity.com).