
September 13, 2018

ADMINISTRATIVE NEWS

Appointment Access Survey for OB/GYNs and Oncologists

All OB/GYN and oncology practices are asked to complete our Appointment Access Survey on availability.com. This important survey must be completed by October 15, 2018. [Learn more>>](#)

Accept Member ID Cards if an Emergency/National Disaster Occurs

It's hurricane season. Please be sure to accept ID cards from Florida Blue or other Blue Plan members during an emergency or disaster even if you're unable to communicate with Florida Blue. [Learn more>>](#)

BILLING AND CODING

Billing with Laterality Modifiers

To help improve the accuracy of our claims' payments, we recently enhanced our system edits to identify claims submitted that are missing laterality specification modifiers. To prevent inappropriate claim denials, all providers should ensure they are accurately coding and billing the applicable laterality modifier in accordance with CPT and CMS billing guidelines when submitting claims for payment. [Learn more>>](#)

COMPLIANCE

Important Reminder! D-SNP Provider Training Required by September 30

If you are participating with BlueMedicare Complete HMO and see dual-eligible special needs members, you and your staff are required to complete our Dual-Eligible Special Needs Plans (D-SNP) training by September 30, 2018. [Learn more>>](#)