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October 10, 2019

## ADMINISTRATIVE NEWS

### **How Do You Prefer to Send Us Your Patients' Medical Records?**

There are several ways you can send us your patients' medical records for required audits. Whether you send them via fax, electronic medical record access, a copy service or another way, we'd like to know your preference. [Learn more>>](#)

### **Commercial Care Management has New Telephone Number**

Our Care Management team has a new phone number for commercial lines of business. [Learn more>>](#)

### **Enhanced Fax Automation Capability Improves Processing Experience**

When you fax us supporting information for authorization requests, we can now conduct key word searches using your request, so we can retrieve and review your supporting information even faster. This includes reviews for urgent or expedited requests. [Learn more>>](#)

### **Improved Provider Manual to Launch in November**

We've redesigned our provider manual to make it easier to navigate and print. The improved *Manual for Physicians and Providers* launches November 15, 2019. [Learn more>>](#)

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## HEALTH CARE PLANS

### **Temporary Insurance Offers Health Coverage Options**

Our temporary insurance plans – BlueOptions<sup>SM</sup> Temporary Insurance and BlueSelect Temporary Insurance – can help consumers under age 65 who are between jobs or waiting for full-time coverage to begin. Both plans are available year-round. [Learn more>>](#)

### **It's Time for Flu Shots**

We're encouraging our members to get their flu shot from you. If you're not able to schedule your patients to come to your office to receive a flu shot, please direct them to a Florida Blue Center or their local retail pharmacy. [Learn more>>](#)

### **In-Home Health Assessments Offered to Eligible Commercial Members**

We're offering in-home health assessments to your eligible Florida Blue commercial PPO and HMO patients. You may have patients who could benefit from these assessments available at no cost to them. [Learn more>>](#)

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## FEDERAL EMPLOYEE PROGRAM

### **Member Wellness Campaigns Underway**

We have launched two direct mail campaigns for Blue Cross and Blue Shield Federal Employee Program® members. The mailers focus on women's wellness and colorectal cancer screening options.

[Learn more>>](#)

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## QUALITY / HEDIS / CAHPS

### **2019 Medical Record Review Results Now Available**

Each year we conduct a review of medical record documentation of primary care physician offices. This helps improve medical record-keeping practices to promote patient safety and improve continuity and quality of care. The 2019 results are now available. [Learn more>>](#)

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