
November 9, 2018

SPECIAL ALERT

Hurricane Michael Recovery Update

As our members and providers continue to recover from the damage caused by Hurricane Michael, we are extending specific protections and grace periods we implemented when the Office of Insurance Regulation's initial Emergency Order was issued October 15, 2018. [Learn more>>](#)

ADMINISTRATIVE NEWS

Contacting Us Is Now Easier with This Reference Guide

We've made it easier for you to contact us with our new [Florida Blue Quick Reference Guide](#). The guide includes frequently used Florida Blue telephone and fax numbers, as well websites and email addresses for the different areas you may contact. It also includes the contact information for our vendors. You can find the link for [Florida Blue Quick Reference Guide](#) under *Tools and Resources* on the Provider [homepage](#) and under [Contact Us](#) on [floridablue.com](#).

BILLING AND CODING

Take Coding Webinar for CEUs Before the New Year

Time is running out to get your 2018 continuing education units (CEUs). Sign up now for a coding webinar to earn CEUs before the end of the year! On-demand coding webinars are available without advance registration. [Learn more >>](#)

HEALTH CARE PLANS

Remind Patients It's Not Too Late for Flu Shot

As flu activity is expected to increase in coming weeks, it's not too late for your patients to receive their annual flu shot. [Learn more>>](#)

MEMBER RESOURCES

Omada Health Added to Better You Diabetes Prevention Program

To provide our members with more options, we are adding Omada Health to our *Better You Diabetes Prevention* program effective December 1, 2018. [Learn more>>](#)

PHARMACY

Consider Urgency When Requesting Authorizations

More than half of the requests reviewed by Prime Therapeutics in the last nine months have been marked *urgent*. We encourage you to take an extra moment to determine if your request is truly urgent. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

HEDIS Measures Tip Sheets Applicable to Federal Employee Program[®] and Commercial Members Now Available

Tip sheets with best practices necessary for the Healthcare Effectiveness and Data Information Set[®] (HEDIS) quality measures listed below are now available [here](#). You can also access them at floridablue.com under the *Providers* tab > *Tools & Resources* > *HEDIS Measures Tip Sheets*. Be sure to check our tip sheet list often as updates are applied regularly.

- [Acute Hospital Utilization \(AHU\)](#)
 - [Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence \(FUA\)](#)
 - [Follow Up After Emergency Department Visit for Mental Illness \(FUM\)](#)
 - [Follow Up After Hospital for Mental Illness \(FUH\)](#)
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UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Process Added to Advanced Imaging Utilization Management Program

Magellan Healthcare/NIA manages the Advanced Imaging Utilization Management (UM) Program on our behalf. On December 1, 2018, we will add a Clinical Validation of Records process for procedure codes that are part of the program. As a result, you may receive more requests for supporting clinical information from Magellan Healthcare/NIA for your non-emergency advanced imaging authorization requests. [Learn more>>](#)