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December 20, 2018

## SPECIAL ALERT

### **New Updates for Providers and Patients Affected by Hurricane Michael**

We have extended protections and grace periods for those affected by Hurricane Michael. In addition, Gulf Coast Regional Medical Center is temporarily an in-network provider for BlueSelect PPO. [Read more >>](#)

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## ADMINISTRATIVE NEWS

### **BlueLine Newsletter Hot off the Press**

Learn more about our new clinical information exchange and ProviderVista, our new population health management suite of tools coming in early 2019, in the latest issue of [BlueLine](#), our e-newsletter for the provider community. You may also read previous issues [here](#).

### **We're improving the Availity Gateway Claims Processing Experience**

On January 19, 2019, improvements to the Availity<sup>®1</sup> Gateway will be implemented to help us process your claims sooner and allow for a more seamless processing experience for you. [Read more >>](#)

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## COMPLIANCE

### **Reminder for Medicare Providers: Don't Balance Bill for Cost-Shares**

All Medicare providers serving members enrolled in BlueMedicare<sup>SM</sup> HMO and PPO plans are reminded that federal law prohibits the balance billing of all Medicare cost-share amounts for enrollees in the Qualified Medicare Beneficiary Program. [Read more >>](#)

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## MEDICARE STARS

### **Reminder: Request BlueMedicare Members' Blood Pressure Check by Dec. 27**

We are collaborating with Ingenios Health to obtain blood pressure (BP) checks on your Florida Blue BlueMedicare Medicare Advantage patients who have a diagnosis of hypertension and whose last BP is slightly elevated from <140/90. Providers with patients meeting this criterion are asked to fax in the [Ingenios request form](#) before December 27, 2018. [Read more >>](#)

### **Updated HEDIS Measures Tip Sheets Now Available**

We've updated our Healthcare Effectiveness Data and Information Set<sup>®</sup> (HEDIS) measures tip sheets for [Controlling Blood Pressure](#) and [Weight Assessment and Counseling in Children/Adolescents](#). These and other HEDIS Measures tip sheets are available [here >>](#)

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## MEMBER TOOLS AND RESOURCES

### **Better You Rewards Encourages Healthier Lifestyle**

Starting January 1, 2019, members under age 65 who are enrolled in Affordable Care Act health plans have an opportunity to earn money that can be used toward premium costs when they complete online wellness programs. The program, called *Better You Rewards*, encourages our members to eat better, exercise more and reduce daily stress. [Read more>>](#)

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## PHARMACY

### **New Opioid Policies for Medicare Drug Plans Begin in January**

Effective January 1, 2019, new policies established by the Centers for Medicare & Medicaid (CMS) aimed at identifying and managing potential opioid overutilization in the Medicare Part D population will be implemented. [Read more >>](#)

### **Pain Management Information Updated on Website**

We've recently updated our [pain management](#) information located under our [Medical & Pharmacy Policies and Guidelines](#). The updates include:

- The addition of the Opioid Risk Tool
- The Center for Disease Control and Prevention's *Alcohol Screening and Brief Intervention for People Who Consume Alcohol and Use Opioids* tool
- Florida Department of Health's *Take Control of Controlled Substances* website that has helpful information about the new Florida controlled substances law

We want to ensure you have the necessary information and tools to assist managing our members' care. Visit the [Pain Management](#) site and use the resources and tools provided to help manage your patients' pain needs.

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## QUALITY / HEDIS / CAHPS

### **Updated Clinical Quality Validation FAQs**

Our Clinical Quality Validation *Frequently Asked Questions* (FAQs) bulletin has been updated. [Read more >>](#)

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## UTILIZATION MANAGEMENT AND OTHER PROGRAMS

### **Hip and Knee Surgery Utilization Management Program Will Expand Jan. 1**

We're expanding the Hip and Knee Surgery Utilization Management Program on January 1, 2019, to our HMO health plans (BlueCare<sup>®</sup> and myBlue) for individuals under age 65. Non-HMO Affordable Care Act health plans (BlueOptions<sup>SM</sup>, BlueSelect) and BlueChoice<sup>®</sup> for individuals under age 65 *will not be included* in the program on January 1 as previously communicated. [Read more>>](#)