
February 22, 2018

QUALITY / HEDIS / CAHPS

CAHPS Survey – Do Your Patients Consider you a “10”?

We have a great opportunity to help your Medicare patients (our members) consider you and Florida Blue as one of the best—a “10”. From our latest CAHPS survey results, we’ve learned what steps we both can take so your patients and our members rate us a “10” for overall health care quality, care coordination and getting needed care. [Learn more >>](#)

Updated Documentation and Coding Reference Guides

We updated three of our key documentation and coding reference guides. Don’t miss the newest guidelines that include codes, supporting documentation, coding tips and other details related to:

[Diabetes >>](#)

[Chronic obstructive pulmonary disease >>](#)

[Congestive heart failure >>](#)

SELF-SERVICE TOOLS

ABCs of our New Claim Status Tool

We have a new claim status tool in Availity. As you begin to use this new tool, we want to you to have a successful experience. Be sure to familiarize yourself with the helpful tips we’ve provided. [Learn more >>](#)

SPECIAL ALERTS

Florida Blue Offers Support and Grief Counseling to Parkland Community

Florida Blue, in partnership with New Directions Behavioral Health, is offering support to individuals and loved ones affected by the school shooting that occurred on February 14, 2018, in Parkland, Florida. Regardless of Florida Blue membership, anyone in the community who needs support can call a 24-hour help line to speak free of charge to a specially trained behavioral health counselor in either English or Spanish. The number is **833-848-1762**.