



April 3, 2020

SPECIAL ALERT

COVID-19 Update as of April 3, 2020

In response to the coronavirus disease (COVID-19), **we've made additional process updates** which are now in place for our Commercial, Affordable Care Act (ACA), Medicare Advantage and Federal Employee Program® (FEP) lines of business. They remain in effect until further notice. We'll keep you informed as information changes. **Note:** **For easy reference, new updates are noted in red throughout the communication.** [Learn more>>](#)

COVID-19 Provider Billing Guidelines

We've established billing guidelines for our Commercial, Affordable Care Act (ACA), Medicare Advantage and Federal Employee Program® (FEP) lines of business. To ensure proper, timely reimbursement, please submit claims using the guidelines in the link below. **Note:** Please check these guidelines often as they will be updated on a regular basis. The guidelines are located on our [COVID-19 web page on floridablue.com](#) specifically for providers. These remain in effect until further notice. [Click here for the COVID-19 Provider Billing Guidelines](#)
