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April 17, 2020

## COVID-19 SPECIAL ALERTS

### COVID-19 Update as of April 17, 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>>](#)

### Care Management Outreach Underway to High-Risk Members

We're engaging with about 287,000 members at high risk for COVID-19 in our commercial lines of business to ensure they understand the importance of following the Centers for Disease Control and Prevention guidelines. We're also encouraging them to take the Florida Department of Health's *Stronger Than C-19* community action survey, which will help ensure health services and resources are optimized where they are needed. [Learn more>>](#)

### We're Warning Members About COVID-19 Scams

COVID-19 isn't the only coronavirus threat to people right now. Members who unwittingly share their identification numbers could find their information compromised and used for fraudulent schemes. [Learn more>>](#)

### FAQ Section Added to COVID-19 Provider Web Page

A new *Frequently Asked Questions* (FAQ) [section](#) has been added to our special COVID-19 web page for providers. Please check these FAQs often as they will be updated as needed.

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## SELF-SERVICE TOOLS

### Check Eligibility and Benefits on Availity First

Providers now need an Availity®<sup>1</sup> Member Transaction ID when calling the Provider Contact Center. This ID is generated when you access *Eligibility and Benefits* on [availity.com](#). In most cases, you'll be able to get the information you need from this self-service tool. [Learn more>>](#)

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<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availity.com](#).