

May 24, 2018

ADMINISTRATIVE NEWS

Accept Member ID Cards if an Emergency/National Disaster Occurs

It's almost hurricane season again, the perfect time to remind you to accept ID cards from Florida Blue or other Blue Plan members during an emergency or disaster even if you're unable to communicate with Florida Blue. [Learn more>>](#)

Availity Gateway Changes to Decrease Claim Holds

Starting June 16, 2018, we will implement changes at the Availity^{®1} Gateway to decrease claim holds and allow for a more seamless processing experience. [Learn more>>](#)

Online Training Just Got Easier

We've enhanced the online training information located on our website. It's easier than ever to find out about available online training and to quickly access training options by using the provided links. We've also added definitions of our self-service tools. [Learn more>>](#)

COMPLIANCE

D-SNP Provider Training Required by CMS

If you are participating with BlueMedicare Complete HMO and see dual eligible special needs members, you and your staff are required by the Centers for Medicare & Medicaid Services (CMS) to complete our Dual Eligible Special Needs Plans (D-SNP) training. [Learn more >>](#)

HEALTH CARE PLANS (NON-MEDICARE)

New Marketplace Health Plans Web Page

We developed a new web page at floridablue.com called [Marketplace Health Plans](#) (*myBlue, BlueCare HMO, BlueOptions, BlueSelect*). The new web page includes member information that you can share with your patients to help them understand their benefits. It also includes tips for providers. [Learn more>>](#)

Urgent Care vs. Emergency Room -- Help Your Patients Maximize Their Benefits

You can help your patients get the most out of their health care dollars by reminding them when to use an urgent care center versus when they should go to the emergency room. To help you, we created a tip sheet, *Urgent Care vs. Emergency Room – Help Your Patients Maximize Their Benefits*, which is located on the [Marketplace Health Plans](#) web page at floridablue.com: Providers > Tools & Resources > Marketplace Health Plans. Just click on a blue product button and you'll find a link to the tip sheet in the Provider Communications section. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Florida Blue Receives Three-Year Renewals from Accrediting Agencies

We have recently received three-year accreditation from two nationally recognized accreditation organizations: the National Committee for Quality Assurance and the Accreditation Association for Ambulatory Health Care. View a snapshot of each survey [here>>](#)

SELF-SERVICE TOOLS

Referral Tool Enhancement for PCPs Selecting Specialists

You're probably familiar with our enhanced referral tool that allows PCPs to obtain participating specialist information in real time. We received feedback on how the enhanced referral tool could be more effective and we've made a few improvements. [Learn more>>](#)