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January 17, 2019

## FEDERAL EMPLOYEE PROGRAM

### 2018 CAHPS Survey Results are in for Federal Employee Program Members

How your patients, our members, perceive us both is largely based on how they observe their health care experiences with us. One way this is measured is through the Consumer Assessment of Healthcare Providers and Systems<sup>®1</sup> (CAHPS) survey which is integral to our Quality programs. Our 2018 CAHPS survey results from Florida Blue Federal Employee Program<sup>®</sup> patients are available in summary for your information. [Learn more>>](#)

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## PHARMACY

### Biologic Added to Provider-Administered Drug Program

We continue to expand our Provider-Administered Drug Program drug list by adding biosimilar versions of already-included reference biologic products. On March 1, 2019, we will add another biologic product to the list. [Learn more>>](#)

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## QUALITY / HEDIS / CAHPS

### Updates Made to Tip Sheet for Weight Assessment and Counseling in Children/Adolescents

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

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## SELF-SERVICE TOOLS

### Patient Cost Estimator in Availity Portal is Replacing CareCalc

Effective February 16, 2019, *Patient Cost Estimator* will replace our current cost estimator, *CareCalc*, in Availity<sup>®2</sup>. This new application offers a better online experience and a more streamlined workflow to see and read cost estimates. [Learn more>>](#)

### New Availity Claims Status Tool Coming in February

To make it easier for you to do business with us, we are replacing the Claims Reconciliation Tool in Availity with the new Claim Status tool effective February 27, 2019. [Learn more>>](#)

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## UTILIZATION MANAGEMENT AND OTHER PROGRAMS

### Sleep Study Utilization Management Vendor Changes Name

Our sleep study vendor, Sleep Management Solutions, LLC, changed its name to **CareCentrix Sleep Management**

**Program** on January 1, 2019. There's no change to current preservice review requirements for sleep and titration study procedures, but we've updated the forms. [Learn more>>](#)

1 CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

2 Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at [availity.com](http://availity.com).