



December 6, 2018

VIDEOS

We're Making Big Changes So It's Easier to Do Business with Us!

We recognize you play the most critical role in delivering care to our members and improving the overall performance of the health care system. That's why we began a long-term effort to improve your experience with us and provide you with the support you need to deliver the best possible patient experience. Find out how we are improving efficiencies, reducing your administrative burden and developing new technologies so you can see critical and timely patient insights all in one place. [Watch the video>>](#)

MEDICARE STARS

Updated Medicare Stars Reference Guide Now Available

We've updated our Medicare Stars Reference Guide with all the latest changes to Stars Healthcare Effectiveness Data and Information Set (HEDIS[®]) measures. [Read more>>](#)

PHARMACY

Pharmacy Program Updates for January 2019

We are implementing several changes to our pharmacy programs effective January 1, 2019. [Read more>>](#)

Gear Up Now for 2019 Prior Authorizations with CoverMyMeds

It's not uncommon for prescribers to see a significant increase in the number of prescriptions requiring prior authorizations in the new year due to changes in prescription coverage, formulary modifications and renewal requirements. CoverMyMeds[®] makes it easier to submit retail pharmacy drug authorization requests. [Read more>>](#)

QUALITY / HEDIS / CAHPS

Updated HEDIS Documentation and Coding Guide Now Available

All the latest changes and codes for HEDIS measures are included in our 2019 HEDIS Documentation and Coding Guide. [Read more>>](#)