



---

April 10, 2020

## COVID-19 SPECIAL ALERTS

### Certain Prepay Edits Suspended for BlueCard Claims as of April 8

Effective April 8 through May 1, 2020, we're suspending itemized bill requests for inpatient claims that have an estimated allowance less than \$500,000 for BlueCard® Host claims. [Learn more>>](#)

### COVID-19 Provider Billing Guidelines - Now Updated

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 at floridablue.com](#) specifically for providers. These remain in effect until further notice. [Click here for the COVID-19 Provider Billing Guidelines](#)

### COVID-19 Update as of April 10, 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>>](#)

---

## SELF-SERVICE TOOLS

### New Option Makes It Easier to Close Patient Care Gaps in Provider Portal

Now you have a new option for submitting documents to close your patients' care gaps in the Florida Blue Provider Portal - where you go to manage your Florida Blue commercial and Medicare Advantage patient populations. [Learn more>>](#)

---

## UTILIZATION MANAGEMENT AND OTHER PROGRAMS

### New Support Program Available for Commercial Members with Advanced Illnesses

Your Florida Blue patients now have a new program to help them think through and discuss advanced care and life planning topics. *Living Well* is designed to help members identify their quality-of-life preferences and values and communicate their priorities to family and physicians. [Learn more>>](#)

PE 04.10.2020