



An Independent Licensee of the
Blue Cross and Blue Shield Association

August 30, 2019

SPECIAL ALERT

Important Information for Your Florida Blue Patients Affected by Hurricane Dorian

In anticipation of Hurricane Dorian, we have the following emergency procedures in place for Florida Blue members within all 67 counties. [Learn more>>](#)

FEDERAL EMPLOYEE PROGRAM

Member Outreach Regarding Flu Vaccines, Well-Child Exams and ER Visits

We are currently reaching out to your Blue Cross and Blue Shield (BCBS) Federal Employee Program[®] (FEP) patients to remind them of when, where and how it's appropriate to receive certain care. Topics include the flu vaccine, well-child exams, and when to visit the emergency room vs. a different facility. [Learn more>>](#)

FEP Member Outreach Underway for Women's Wellness

We are contacting our FEP members to remind them to complete their annual Well Woman doctor's visit which includes completing breast and cervical cancer screenings. [Learn more>>](#)

MEMBER TOOLS AND RESOURCES

Online Ratings and Reviews Can Help Members Find a Doctor

Effective September 1, 2019, your Florida Blue patients may receive an email from us asking them to rate and review their recent provider office experience. [Learn more>>](#)

PHARMACY

Making Sure Pharmacy Urgent Requests Are Urgent

Did you know that using urgent requests in non-urgent cases slows the decision process for everyone? In the first six months of 2019, half-or 65,700-of the requests reviewed were marked "urgent." Here are some tips to make sure your request is urgent. [Learn more>>](#)

SELF-SERVICE TOOLS

Remember BlueExpress Phone Line Retires in a Few Days

Here's a final reminder that BlueExpress, our automated phone line used by some providers to request authorizations and referrals for their Florida Blue-covered patients, will be retired September 1, 2019. It's being replaced by existing, more advanced electronic capabilities offered in Availity^{®1}. [Learn more>>](#)

¹Availity, LLC is a multi-payer joint venture company. For information or to register with Availity, visit availity.com.