



October 25, 2018

SPECIAL ALERT

Important Information Regarding Federal Employee Program Members Affected by Hurricane Michael

Emergency protocol waivers and procedures are in place for Federal Employee Program[®] (FEP) members within the 35 counties included in Governor Rick Scott's Executive Order (18-276). [Learn more>>](#)

ADMINISTRATIVE NEWS

New Appointment and Wait Time Guidelines Focus on Patient

To ensure our members, your patients, receive timely care based on their health needs, we encourage you to follow our Appointment Availability and Office Waiting Time Guidelines. [Learn more>>](#)

MEDICARE STARS

***Transitions of Care and Medication Reconciliation Post-Discharge* Are You On Track for Success with these Star Quality HEDIS Measures?**

Some best practices necessary for the [Transitions of Care](#) and [Medication Reconciliation Post-Discharge](#) guidelines are included in our Healthcare Effectiveness and Data Information Set[®] (HEDIS) measure tip sheets. [Click here](#) to access these and other HEDIS measure tip sheets.

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Utilization Management Program Expanded for Hip and Knee Surgeries

On **January 1, 2019**, we will expand our current utilization management program for non-emergency hip and knee surgeries to our Affordable Care Act health plans for individuals under age 65. The program currently applies to our Medicare Advantage BlueMedicareSM HMO and PPO plans. Magellan Healthcare/NIA manages the program on our behalf. [Learn more>>](#)

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at Availity.com.