



November 16, 2017

Urging Providers to Close BlueMedicare Patients' Diabetic Retinopathy Screening Care Gaps Now

We're contacting primary care physicians about helping their BlueMedicareSM (Medicare Advantage) patients close their Diabetic Retinopathy Screening (DRE) care gaps. Diabetic retinal exams can detect diabetic retinopathy and lower the risk of vision loss for patients diagnosed with diabetes. PCPs with one or more BlueMedicare patients with a DRE care gap are urged to share with their patients several options available to them to close this important care gap by **December 31**. We will even pay the PCP a bonus for this effort and our member will also receive a reward from our HealthyBlue Rewards program. [Learn more>>](#)

Ensuring Your BlueMedicare Patients' Colorectal Cancer Screening Care Gaps are Closed

If you performed an occult blood test via a digital exam for your BlueMedicare (Medicare Advantage) patient and they are still showing up in your report as having an open care gap for colorectal cancer screening, it is not in error. **Specimens collected via a digital exam do not meet the nationally recommended criteria for colorectal cancer screening.** However, there are other screening options that meet the criteria and there is still time available for your patients to close their colorectal cancer screening care gaps by December 31, 2017. [Learn more>>](#)

Update to Availity's Authorization and Referral Screens

We're making a change to the Authorization and Referral Availity^{®1} screens effective December 11, 2017. New *Subscriber First Name* and *Subscriber Last Name* fields will display and will be required to be filled in. [Learn more>>](#)

Claim Overpayment Refund Form Updated

Our *Claim Overpayment Refund Form* has been revised. Be sure to note the address information provided in the new version. [Learn more>>](#)

Transitions in Care (TRC) Tip Sheet Details CMS Stars Measure

You can find out about the documentation, coding and exclusions of the HEDIS[®] Stars measure for transitions of care in our new TRC tip sheet. [Learn more>>](#)

BlueMedicare Complete - A New Product for Individuals Eligible for Medicare and Medicaid

This fall, we are offering a new Medicare Advantage special needs product, called BlueMedicare Complete, to individuals over age 65 who are eligible for both Medicare and Medicaid. [Learn more>>](#)

Florida Blue Offers Customers Various Types of HMO Products

We developed a new HMO product called *SimplyBlue* for small employer groups to purchase for their employees. In addition to *SimplyBlue*, we also offer individuals under 65 years of age *BlueCare*® HMO and *myBlue* HMO products in certain counties [Learn more](#) about our HMO plans.

Enhanced Medication Therapy Management Computer-Based Training Program Now Available

For patients with multiple prescriptions or health conditions, the task of managing medications can be difficult. With the Enhanced Medication Therapy Management program, Medicare Rx Option 1 patients can get help with their prescription regimens. Providers and practice administrators can learn more about how the program can help their patients by completing a short computer-based training session that is available on the Florida Blue provider website. [Learn more>>](#)

Visit Our Quality Programs Webpage

Quality counts in care and service, and we're committed to supporting the standards established by federal and state regulatory agencies and the National Committee for Quality Assurance (NCQA). You can find important information about our quality programs on the provider website at floridablue.com. [Learn more>>](#)

Verify Early Your Information Now for Fourth Quarter 2017

The Centers for Medicare & Medicaid Services require health plans to conduct quarterly outreach to providers to request they validate the accuracy of their information that is displayed in our **Online Provider Directory**. Your verification for the fourth quarter is due no later than December 31, 2017. *But you don't have to wait - go ahead and complete it now and you will be done until next year.* If you are not accountable for Provider Data Information, please forward this to the responsible person. Confirming and/or updating your information is **easy, secure and fast!** [Learn more>>](#)

Medicare Members Will Get New Cards Next Year

The Centers for Medicare & Medicaid Services will issue new red, white and blue cards to Medicare members next year to reduce the risk of fraud and identity theft. The new cards will be mailed between April 2018 and April 2019. [Learn more>>](#)