



November 2, 2017

Forms Updated for Contract Requests and Fee Schedule Requests

Should you need to request a copy of your contract or your fee schedule from Florida Blue, specific forms must be completed, signed and submitted. The Contract Request Form and the Fee Schedule Request Form have been updated and are available on floridablue.com; go to the Provider tab, then Tools & Resources > Forms > Physician & Provider Forms. Please note the signature requirement on both forms.

[Learn more about requesting a fee schedule>>](#)

[Learn more about requesting a copy of your contract>>](#)

How to Remove Blank Rows in Availity Work Queue

A recent change in the Availity workqueue added a blank row between the names of listed members in your work queue. The blank rows were added as an enhancement to make it easier for providers to read the spreadsheet. If you'd prefer your spreadsheet without blank rows, you can easily remove them. [Learn more>>](#)

HEDIS Care Gaps and Risk Assessment Forms Updates

We are updating the HEDIS[®] Care Gaps and Risk Assessment Forms, available to you in your Availity^{®1} workqueue, on November 13, 2017. [Learn more>>](#)

Availity Gateway Changes Will Decrease Claim Holds

Florida Blue is implementing changes November 15, 2017 at the Availity Gateway that will decrease claim holds and allow for seamless processing. [Learn more>>](#)

Copayments to Change for Publix Members in New Year

Beginning January 1, 2018, copays are increasing for Publix members. Publix group members are easy to identify by the alpha prefix associated with the member's identification number. [Learn more>>](#)

With the eCensus Tool, PCPs Track Patient Events in Facilities

As a reminder, Florida Blue and Availity recently introduced a new self-service tool, eCensus, which allows primary care physicians to receive admission, discharge, and transfer hospital event updates for their Florida Blue BlueMedicareSM HMO and myBlue patients. [Learn more>>](#)

Tips for Requesting Authorizations

We offer individuals different HMO products that require primary care physicians and participating specialists to obtain authorization for services according to the type of product and services provided. This includes services at facilities (inpatient and outpatient) and ancillary and professional services. [Learn more](#) about how to make sure claims pay timely and accurately.

Review Policies for Preventing Medicare Fraud, Waste and Abuse

Important Reminder for Medicare Advantage Providers

The Centers for Medicare & Medicaid Services (CMS) requires us to share our standards of conduct and provide education and training to everyone we do business with, including our first tier, downstream and related entities. [Learn more>>](#)

INFORMATION AT YOUR FINGERTIPS

You can find Bluemail and other important information at floridablue.com; click **Providers** (at the top), then **Tools & Resources**. Don't forget to share Bluemail with others in your office.

STAY INFORMED - UPDATE YOUR PROVIDER INFORMATION

To receive Bluemail and other important information, keep your contact information and email address up-to-date. Go to availity.com; click **Payer Spaces** then **Florida Blue**. Under the Applications tab, click **View and Update Your Provider Information**. You can also register for a log-in at the Availity¹ website.

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