



May 22, 2020

COVID-19 SPECIAL ALERTS

Care Management Team More Important than Ever During COVID-19 Pandemic

Our care managers are helping our members get the care they need during the COVID-19 pandemic. This includes supporting members who are recovering from the virus. [Learn more>>](#)

HEALTH CARE PLANS (MEDICARE ADVANTAGE)

We're Reminding Medicare Advantage Members to Use *My Health Link*

We'd like all our Medicare Advantage members to rely on their *My Health Link* online member account. That's where they'll find personalized health and wellness information, reminders and education that support the care you give our members. Until then, we're mailing that same information to those members who've not yet created an account. We hope you'll encourage your Florida Blue Medicare Advantage patients to create and use their *My Health Link* account. [Learn more>>](#)

SELF-SERVICE TOOLS

Provider Data Management Capabilities Unavailable in Availity Starting June 24

Provider data management capabilities in Availity^{®1} will not be available June 24 through July 12, as we undergo an internal system conversion. During this time, we'll be unable to accept or make updates to your profile. Please submit all updates or changes as soon as possible to ensure they are made in a timely fashion. [Learn more>>](#)

New Availity Processing Improvements Help Decrease Claim Holds

Our May 16 updates to the Availity Gateway allow providers to identify incomplete and inaccurate information before a claim is submitted for processing. [Learn more >>](#)

¹Availity, LLC is a multi-payer joint venture company. For more information, visit availity.com.