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July 18, 2019

## COMPLIANCE

### **Medical Record Requests for HHS Risk Adjustment Data Validation Audit**

Every year, the Department of Health and Human Services (HHS) validates the risk adjustment data submitted by health plans. The HHS audit known as H-RADV will begin soon. You may be asked for patient records. [Learn more>>](#)

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## MEDICARE STARS

### **Encourage BlueMedicare Female Patients to Complete Their Mammogram**

We are reaching out to select providers with a list of their BlueMedicare<sup>SM</sup> Medicare Advantage patients who, according to our claims' records, need a breast cancer screening before the end of this year. [Learn more>>](#)

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## SELF-SERVICE TOOLS

### **BlueExpress Phone Line to be Retired**

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 will be replaced by existing, more advanced electronic capabilities offered in Availity<sup>®1</sup>. [Learn more>>](#)

### **Enhancement Made to Availity's Eligibility and Benefits Tool**

An enhancement has been made to the Eligibility and Benefits tool on [availability.com](http://availability.com). The change allows users with more than one Florida Blue provider identification number to use the enhanced Patient Cost Estimator/CareCalc tool. [Learn more>>](#)

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [availability.com](http://availability.com).