



November 19, 2021

For Truli for Health and Florida Blue Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of Oct. 21, 2021

In response to the coronavirus disease (COVID-19), we have made additional process updates which are now in place for our Commercial, Affordable Care Act (ACA), Medicare Advantage, Federal Employee Program® (FEP) and Truli for Health lines of business. We will keep you informed as information changes. **Note: For easy reference, new updates are noted in red throughout the communication.** [Learn more>>](#)

COVID-19 Provider Billing Guidelines

To ensure proper, timely reimbursement, please submit claims using the provider billing guidelines in the link below. Please check these guidelines regularly as they will be updated as needed. [Click here](#) and select **COVID-19 Provider Billing Guidelines**.

ADMINISTRATIVE NEWS

Commercial Risk Adjustment Medical Record Requests

Per the Affordable Care Act (ACA), all Individual and Small Group plans for consumers who are under 65 years of age are now risk adjusted. Beginning November 2021 through mid-March 2022, we will review medical records for 2021 dates of service. [Learn more>>](#)

PHARMACY

Fee Schedule Change for Certain A, J and Q Code Drugs

Effective **Jan. 1, 2022**, we will update participating physician fee schedules for certain A, J and Q code drugs. The fee schedule changes will affect the majority of participating physicians who administer these drugs. [Learn more>>](#)

PUBLIC HEALTH / PANDEMICS / COMMUNITY CRISES

Flu Prevention: Encouraging Members and Communities to Protect Themselves

Flu season is upon us, and we support your efforts in helping the people in our communities stay healthy and safe. Our member and community outreach is focused on reducing the number of office and emergency room visits, hospitalizations and deaths this flu season. [Learn more>>](#)

SELF-SERVICE TOOLS

Verifying or Updating Your Provider Directory Profile Information Is Important

Keeping your profile information up to date helps our members find you when they search our directories for in-network providers. Please be sure to update or confirm information is accurate for all providers and/or health care facilities in your practice by **Dec. 31, 2021**. The process is secure, quick and easy. Effective Jan. 1, 2022, federal legislation will require all providers and health care facilities to verify and update their profile information each calendar quarter in order to remain listed in online provider directories. [Learn more>>](#)

For Florida Blue Providers Only

BLUECARD

Anthem City of New York Retiree Plan Change

Effective Jan. 1, 2022, Anthem, which currently provides coverage to the City of New York (CoNY) national accounts for its retirees, is changing from a Medicare Supplemental PPO plan to a Medicare Advantage PPO plan. The new plan is called **NYC Medicare Advantage Plus**. [Learn more>>](#)

COMPLIANCE

Important Reminder for Medicare Advantage Providers:

Review Policies for Preventing Medicare Fraud, Waste and Abuse

To serve our members with the highest level of integrity and ethical business conduct, we are required by the Centers for Medicare & Medicaid Services to share our standards of conduct with our first tier, downstream and related entities. [Learn more>>](#)

MEMBER TOOLS AND RESOURCES

meQuilibrium Now Available to Most Florida Blue Members

Florida Blue members now have a new app to help them manage stress and build resilience – the ability to adapt well and recover quickly from stress. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Changes Coming for Hip and Knee Surgery Utilization Management Program

Our hip and knee surgery UM program for commercial health plans is currently administered by Magellan Healthcare. Effective Dec. 19, 2021, Florida Blue will administer the program and manage preservice review requests. [Learn more>>](#)

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