



December 20, 2019

ADMINISTRATIVE NEWS

It's Time to Verify or Update Your Provider Directory Profile Information

To ensure your information in our provider directories is correct, please be sure you verify or update your information by **December 30**. It's secure, quick and easy. [Learn more>>](#)

How'd We Do? We'd Like Your Feedback on Your Interaction with Us

Starting January 10, when you call our Provider Contact Center, you'll be asked if you'd like to complete a short, emailed survey following your call. [Learn more>>](#)

FEDERAL EMPLOYEE PROGRAM

New Diabetes Benefit Offered with Standard and Basic Plans

Starting January 1, 2020, Blue Cross and Blue Shield Federal Employee Plan® members enrolled in either the Standard or Basic plan will receive diabetes help through a new comprehensive, no-cost diabetes management program. [Learn more>>](#)

PHARMACY

New Year Means New Time Frames for Medicare Part B Preservice Reviews and Organization Determinations

The Centers for Medicare & Medicaid Services has shortened the time frames for preservice reviews and organization determinations of Medicare Part B drugs starting January 1, 2020. [Learn more>>](#)

Commercial and Other Pharmacy Program Updates for 2020

We're implementing several changes to our Pharmacy programs effective January 1, 2020. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

2020 HEDIS Stars Reference Guide

An updated version of the Healthcare Effectiveness Data and Information Set (HEDIS®) Stars Reference Guide is now available for your use as you work to close care gaps. [Learn more>>](#)

Updated HEDIS Tip Sheets Now Available

We've updated three more HEDIS measure tip sheets:

[Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis \(AAB\)](#)

[Follow Up After Emergency Department Visit for Mental Illness \(FUM\)](#)

[Well-Child Visits in the First 15 Months of Life \(W15\)](#)

You'll find all of our tip sheets listed on [floridablue.com> providers> Tools and Resources> HEDIS Measures Tip Sheets](#).

Take a Look at our Quality Program Webpage

The National Committee for Quality Assurance requires us to provide this annual notice letting you know we have information available on floridablue.com about our Quality Program policies and programs. [Learn more>>](#)

SELF-SERVICE TOOLS

Goodbye, CareCalc. Hello, Patient Cost Estimator!

It's official. CareCalc in Availity^{®2} has been replaced by the new Patient Cost Estimator. This new tool on [availability.com](#) creates a more intuitive experience, making it easier for providers to calculate their Florida Blue patients' financial responsibility during office visits. [Learn more>>](#)

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

²Availity, LLC is a multi-payer joint venture company. For more information, visit [availability.com](#).

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