

---

January 30, 2020

## ADMINISTRATIVE NEWS

### Telephonic Provider Data Verification Underway

During the next few weeks you may receive a call from us to confirm your information in the online provider directory. It's important to have current information available for our members. [Learn more>>](#)

### Time Is Almost Up for the OB/GYN and Oncology Provider Survey

The appointment-access survey for obstetricians/gynecologists and oncologists is easy to access at [availability.com](http://availability.com). The survey results help us assess the availability of appointments for our members. The deadline is January 31, 2020. [Learn more>>](#)

---

## BILLING AND CODING

### Updates to CPT II Codes for A1c and Diabetic Retinal Exams

The American Medical Association revised the Current Procedural Terminology® Category II codes last July that impact coding results for hemoglobin A1c testing and diabetic retinal exams for Medicare Advantage members. [Learn more>>](#)

---

## HEALTH CARE PLANS (MARKETPLACE)

### Don't Exclude Members Enrolled Through the Marketplace

If members in a plan within your provider network contact you for care, it doesn't matter where they purchased their health coverage. In-network providers are obligated to treat members with coverage based on the network, including those enrolled through the Marketplace. [Learn more>>](#)

---

## QUALITY / HEDIS / CAHPS

### Happy, Healthy and Productive Medicare Advantage Members for 2020

The Centers for Medicare & Medicaid Services administers consumer assessments to measure your patients' well-being as well as their experiences with their health care physician, services and plan. Understanding two of these assessments and knowing how you can positively impact their results are keys to healthier and happier patients and higher patient-experience ratings. [Learn more>>](#)

## QUALITY / HEDIS / CAHPS *(continued)*

### **It's Time for Annual HEDIS Chart Reviews**

It's time to review our plan performance under the Healthcare Effectiveness Data and Information Set (HEDIS<sup>®1</sup>) for the care delivered to our members. Florida Blue or one of our contracted vendors will be contacting health care providers between February 1 and May 5, 2020, to schedule patient medical record collection for this review. [Learn more>>](#)

### **New HEDIS Tip Sheets Now Available**

We've created three new HEDIS measures tip sheets to help you close care gaps:

[\*Appropriate Testing of Children with Pharyngitis \(CWP\)\*](#)

[\*Children and Adolescents' Access to Primary Care Physicians \(CAP\)\*](#)

[\*Well-Care Visits, 3-6 Years of Life \(W34\)\*](#)

You'll find all our HEDIS measures tip sheets at:

[floridablue.com> providers> Tools and Resources> HEDIS Measures Tip Sheets](#)

---

## SELF-SERVICE TOOLS

### **New Feature in ProviderVista Gives More Comprehensive Picture**

The *Member Snapshot* feature in the ProviderVista platform provides a comprehensive view of 14 data points about your Florida Blue patients. [Learn more>>](#)

---

<sup>1</sup>HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA)