



April 23, 2020

COVID-19 SPECIAL ALERTS

COVID-19 Update as of April 23, 2020

In response to the coronavirus disease (COVID-19), **we've made additional process updates** which are now in place for our Commercial, Affordable Care Act (ACA), Medicare Advantage and Federal Employee Program® (FEP) lines of business. They remain in effect until further notice. We'll 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 – Now Updated

To ensure proper, timely reimbursement, please submit claims using the provider billing guidelines in the link below. Please check these guidelines often as they will be updated on a regular basis. The guidelines are located on our provider-specific [COVID-19 web page at floridablue.com](https://www.floridablue.com). These remain in effect until further notice. **Click [here](#) for the COVID-19 Provider Billing Guidelines.**

SELF-SERVICE TOOLS

New Care Gap and Capitation Roster Enhancements Added to *Provider Link*

Provider Link – your Medicare Advantage population management platform – now includes new capabilities that allow you to provisionally close care gaps, manage historical financial (capitation) information and more. [Learn more>>](#)
