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. 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>>