

May 7, 2020

COVID-19 SPECIAL ALERTS

COVID-19 Update as of May 7, 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.**

ADMINISTRATIVE NEWS

Refer Members to Quest Diagnostics for Lab Services

When your Florida Blue patients need lab services, please refer them to Quest Diagnostics or its subsidiaries. Using these preferred laboratory providers means our members will have the lowest out-of-pocket costs. This is also true for members of other Blue Plans accessing care in Florida through BlueCard®. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Upper Respiratory Infection Tip Sheet Updated

We've updated our Healthcare Effectiveness Data and Information Set (HEDIS®¹) tip sheet about upper respiratory infections and antibiotics for treatment: [Appropriate Treatment for Upper Respiratory Infection \(URI\)](#). You'll find all our HEDIS measures tip sheets at: [floridablue.com/provider/HEDIS-Measure-Tip-Sheet-Chart](#).
