



May 14, 2020

COVID-19 SPECIAL ALERTS

COVID-19 Update as of May 14, 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.**

Helping Florida: Ideas for Healthier Communities

In extraordinary times like these, we're leading efforts to support providers, individuals, nonprofits and communities across the state, making changes to our policies to help combat the spread of COVID-19 and minimizing barriers to testing and treatment. Your health and the health of the communities we serve is our absolute top priority. It's the heart of our mission and who we are. Get the latest perspectives on COVID-19 and other health care industry topics from our president and CEO, Pat Geraghty, and our trusted team of local and national experts. [Learn more>>](#)
