



June 4, 2020

COVID-19 SPECIAL ALERTS

COVID-19 Update as of June 4, 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>>](#)

SPECIAL ALERT

Speak Up and Stand Against Injustice – A Message from our President and CEO

Pat Geraghty, president and chief executive officer of Florida Blue, shares this [message](#) of how more than ever, we at Florida Blue can help our communities by living out two of our core values: courage and imagination.

ADMINISTRATIVE NEWS

Value-Based Alternative Payment Programs Webpage Updated

We recently updated the information on our Value-Based Alternative Payment Programs [webpage](#) on floridablue.com and gave it a new look, too. [Learn more>>](#)

NATURAL DISASTERS / HURRICANES

It's Hurricane Season – Don't Forget to Accept ID Cards from Blue Members

Amid the coronavirus disease (COVID-19) pandemic, it's also now hurricane season. We're reminding you to accept ID cards from Florida Blue or other Blue Plan members during an emergency or natural disaster, like hurricanes, even if you're unable to communicate with Florida Blue. [Learn more>>](#)

PHARMACY

Avoid Delays by Faxing Current Prior Authorization Forms

We don't want you to experience delays when completing pharmacy prior authorization (PA) requests. Out-of-date forms may delay the decision on your PA request and fulfillment of our members' prescriptions. [Learn more>>](#)

Commercial and Other Pharmacy Program Updates Take Effect in July

We're implementing changes to our pharmacy programs effective July 1, 2020. The changes affect our preferred drug lists and medication guides, medications that require prior authorization, the Responsible Quantity Program, Responsible Steps and the Pharmacy Coverage Exclusions List. [Learn more>>](#)

SELF-SERVICE TOOLS

New Financials Module Added to ProviderVista and Provider Link Platforms

The new Financials module found in the Provider Portal lets you access a variety of financial reports in one location, giving you more information to succeed in our value-based health care programs. [Learn more>>](#)

Provider Data Management Capabilities to be Down 12 Business Days

Provider data management capabilities in Availity^{®1} will not be available June 24 through July 12, as we undergo an internal system conversion. During this time, we'll be unable to accept or make updates to your profile. Please submit all updates or changes as soon as possible to ensure they are made in a timely fashion. [Learn more>>](#)

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com.