



July 2, 2020

## For Florida Blue and Truli for Health Providers

### COVID-19 SPECIAL ALERTS

#### COVID-19 Update as of July 2, 2020

In response to the coronavirus disease (COVID-19), we have 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. We will 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

To ensure proper, timely reimbursement, please submit claims using the provider billing guidelines in the link below. Please check these guidelines regularly as they will be updated as needed. [Click here](#) and select *COVID-19 Provider Billing Guidelines*.

### QUALITY / HEDIS / CAHPS

#### Coding Newsletter Offers Best Practices and Tips

Our coding newsletter *Closing Gaps and Meeting Metrics* provides helpful tips and best practices to help providers with the complexities of proper coding. The July issue focuses on transplants, artificial openings and amputations. [Learn more>>](#)

If you missed the June issue that focused on diabetes mellitus, [click here](#). Find other issues of the coding newsletter on *floridablue.com*> *Providers*> *Tools and Resources*> *News and Announcements*> *Bulletins and FAQs*> *QRPM / HEDIS / CAHPS*.

### SELF-SERVICE TOOLS

#### Data Management Capabilities in Availity Unavailable Until July 13

The Florida Blue provider data management capabilities in Availity®<sup>1</sup> are currently unavailable through July 12, 2020, as we undergo an internal system conversion. We apologize for any inconvenience this may cause. Submissions can resume July 13.

# For Florida Blue Providers Only

## BLUECARD

### **Increasing Support for BlueCard Medicare Advantage Members**

We are offering more assistance for the care of your Medicare Advantage (MA) PPO patients who are insured under another Blue Cross and/or Blue Shield plan but live in Florida. In *Provider Link*, you will now receive consolidated information requesting closure of care and coding gaps for these BlueCard MA PPO patients. [Learn more>>](#)

## MEDICARE STARS

### **Simplifying Diabetic Retinal Exams for Medicare Advantage Members**

iCare Health Solutions, our current vision health provider for our Medicare Advantage members, specializes in Healthcare Effectiveness Data and Information Set (HEDIS<sup>®2</sup>) outreach programs to perform diabetic retinal examinations (DRE). You can schedule a DRE event at your office and easily close care gaps for your BlueMedicare<sup>SM</sup> diabetic patients. [Learn more>>](#)

## PHARMACY

### **Remember to Use In-Network Specialty Pharmacies**

Our members have the choice of two preferred in-network specialty pharmacies for their specialty medications: *CVS/Caremark Specialty* and *AllianceRx Walgreens Prime*. Both pharmacies are committed to delivering services that can help save you time and assist with any pharmacy benefit information you may need to help your patients. [Learn more>>](#)

## SELF-SERVICE TOOLS

### **New Member Snapshot Function and More Now Available in the Provider Link Platform**

The newest release of Provider Link (the official name of the Florida Blue Medicare provider platform) contains a number of new functions to help you manage your Medicare Advantage patient's care. Now see member appeals, authorizations, lab test information and more. [Learn more>>](#)

<sup>1</sup>Availity LLC is a multi-payer joint venture company. To register or for more information, visit [availity.com](http://availity.com).

<sup>2</sup>HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).