



July 17, 2020

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of July 16, 2020

In response to the coronavirus disease (COVID-19), we have made additional process updates which are now in place for our Florida Blue Commercial, Affordable Care Act (ACA), Medicare Advantage, Federal Employee Program® (FEP) and Truli for Health lines of business. **Dates are extended for medical treatment and virtual visits, information has been added for Truli for Health, and more.** 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 – Updated as of July 15

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*.

Florida Blue Centers: Help Is a Phone Call Away

We know this is a difficult time for you and your patients. That is why our Florida Blue Center teams are available to provide virtual support for all of your patients. Tell them to call us when they need help finding a COVID-19 testing site, navigating their health care plans or connecting to community resources if they are struggling to make ends meet. We want to help ease stress during these uncertain times. Share this [information flier](#) with your patients.

SELF-SERVICE TOOLS

Provider Data Management Freeze Is Over

Thank you for your patience while we completed an internal system conversion. You are now able to make updates to your provider data in Availity®¹ or on floridablue.com.

For Florida Blue Providers Only

MEDICARE ADVANTAGE

D-SNP Training Required for Medicare Advantage HMO Providers

Providers and staff who deliver care to Dual-Eligible Special Needs Plan (D-SNP) members and are contracted by Florida Blue Medicare are required to receive basic training about the D-SNP Model of Care. This is the plan for delivering coordinated care and case management to D-SNP members. Your provider group must complete our online training and submit the required attestation **by September 30, 2020**. [Learn more>>](#)

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