



Bluemail



August 14, 2020

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

Thank You Physicians, Nurses and All Health Care Providers

We appreciate your bravery and the care you are providing in these unprecedented times. We know you are working hard to take care of our members and all your patients to keep them safe and healthy during the COVID-19 pandemic. Please take a moment to watch a personal Thank You message from Florida Blue President and CEO, Pat Geraghty. [Watch video](#)

COVID-19 Update as of August 13, 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, Federal Employee Program® (FEP) and Truli for Health lines of business. **Dates are extended for medical treatment and virtual visits.** 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 Aug. 11, 2020

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*.

MISCELLANEOUS

2020 Sapphire Award Winners Announced

Through its annual Sapphire Awards, the Florida Blue Foundation recently distributed \$470,000 to community leaders and innovators who are effectively

addressing health issues in their communities. [Click here](#) to learn more about this year's winners.

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

Electronic Medical Records System Streamlines RADV and Quality Audits

Your electronic medical records (EMR) system can streamline submitting medical records for you. Allowing us access to your EMR expedites collection of medical records for quality assessment and improvement activities, and reduces your staff's workload. We will be reaching out to providers about access to their EMR this month. [Learn more>>](#)

HEALTH CARE PLANS (MEDICARE ADVANTAGE)

Surgical Journey Improves for Medicare Advantage Members

Our Florida Blue Medicare Advantage members have a new option to help them decide on, prepare for and recover from surgery. Welvie My SurgerySM is an online, shared decision-making program (with offline accommodations) that supports member-provider interaction and preparation for surgery. [Learn more>>](#)

HEALTH CARE PLANS (NON-MEDICARE)

Health Assessments Are Available at No Extra Cost to Eligible Members

We are offering comprehensive health assessments to your high-risk Florida Blue Commercial PPO and HMO patients at no extra cost. These are telehealth or in-home assessments that complement the care you give your patients. We are reaching out by mail and phone to schedule appointments with a nurse practitioner and will share results with you. [Learn more>>](#)

MEDICARE STARS / QUALITY / HEDIS / CAHPS

CAHPS and HOS: Your Patients' Experience Matters More Than Ever

This year's results from the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) survey and the Health Outcomes Survey (HOS) results count more toward your Star quality rating. These assessments measure your patients' well-being and perception of their health care physician, services and plan. Both surveys are sent annually to a random sample of Medicare Advantage patients. Knowing how you can positively impact their results is key to keeping your patients healthy and satisfied with their care. [Learn more>>](#)

SELF-SERVICE TOOLS

Patient Census Information Now Available in Provider Portal

You can now track your patients' hospital admissions, discharges and emergency room visits inside our Provider Portal, helping you to be more efficient. This is where you can also find your patient rosters, care gaps, financials and more! Our eCensus tool on Availity^{®1} will retire Sept. 2, 2020.

[Learn more>>](#)

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