



August 28, 2020

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of Aug. 27, 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. 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. 27, 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*.

PHARMACY

Pharmacy Program Changes Begin Oct. 1, 2020

Changes in our pharmacy programs take effect Oct. 1, 2020. They impact our preferred drug lists and medication guides, including prior authorization requirements, the Responsible Quantity Program, Responsible Steps and the Pharmacy Coverage Exclusions List. [Learn more>>](#)

POLICY UPDATES

Payment Policy Change: E&M Services by Physicians in Same Group Practice

Starting Oct. 1, 2020, only one payment will be permitted for an evaluation and

management (E&M) service when it is billed for the same patient by more than one physician in the same specialty within the same group. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Coding Newsletter Focuses on Chronic Kidney Disease

Our September issue of *Closing Gaps and Meeting Metrics* highlights coding tips for chronic kidney disease and chronic kidney disease with other conditions. [Learn more>>](#)

For Florida Blue Providers Only

PHARMACY

Tips to Avoid Delays with Prior Authorization Requests

We want you to be able to complete pharmacy prior authorization (PA) requests without delays. These five tips will help you avoid potential delays. [Learn more>>](#)

SELF-SERVICE TOOLS

Updating the Place of Service for Outpatient Authorizations Just Got Easier

Last month, we enhanced the Availity®¹ Authorization Update feature to allow you to change the place of service for outpatient authorizations if the authorization is eligible to be updated. You can do this online in three easy steps. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Medicare Advantage Review Process for Muscular/Skeletal UM Changes Jan. 1, 2021

Starting Jan. 1, 2021, preservice review requests for muscular/skeletal utilization management for Florida Blue Medicare members will be sent directly to Florida Blue for determination. [Learn more>>](#)

Medicare Advantage Pre-certification Phone Hours Are Limited on Wednesdays

When you call the Utilization Management number for pre-certification at 800-955-5692, follow the prompts to get to the correct area. **Please note:** Our pre-certification team is not available between 11:30 a.m. and 1:30 p.m. Wednesdays. [Learn more>>](#)

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

