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® 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>>**

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