



September 10, 2021

For Truli for Health and Florida Blue Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of Aug. 25, 2021

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. **Normal member cost shares resume Sept. 1.**

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**.

ADMINISTRATIVE NEWS

Important Reminders for Hurricane Season

In the event of a natural disaster or state of emergency, use these guidelines if you are unable to follow normal business procedures or communicate with Florida Blue or Truli for Health. [Learn more>>](#)

BILLING AND CODING

Three New Medical Record Features Make It Easier to Use Availity

We are excited to announce three new medical record enhancements now available to you on Availity®1. They include the

new Medical Record Indicator Enhancement, Medical Record Optimization and Multi-Response Upload. These improvements will help simplify your user experience in the portal. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Coding Newsletter Focuses on Dementia

Our September issue of *Closing Gaps and Meeting Metrics* highlights coding tips for dementia, including documentation requirements. [Learn more>>](#)

New HEDIS Tip Sheet Available

We have a new Healthcare Effectiveness Data and Information Set (HEDIS^{®2}) measure tip sheet to help you close your patients' care gaps: [Antidepressant Medication Mgmt \(AMM\)](#).

SELF-SERVICE TOOLS

Verifying or Updating Your Provider Directory Profile Information Is Important

Keeping your profile information up to date helps our members find you when they search our directories for in-network providers. Please be sure to update or confirm information is accurate for all providers in your practice by **Sept. 30, 2021**. The process is secure, quick and easy. Effective Jan. 1, 2022, federal legislation will require all providers to verify and update their profile information each calendar quarter in order to remain listed in online provider directories. [Learn more>>](#)

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

Florida Blue Medicare Formulary Will Change in 2022

Starting Jan. 1, 2022, some of your Florida Blue Medicare patients may have to pay more for certain medications. We are encouraging affected members to speak to their providers before Jan. 1 to discuss what action can be taken to help them lower their medication costs. [Learn more>>](#)

HEALTH CARE PLANS (MEDICARE ADVANTAGE)

2021 Medical Record Review Results Show Compliance Score Increase

Florida Blue conducts an annual review of medical record documentation practices in primary care physician (PCP) offices. Our goal with these yearly reviews is to help improve continuity, coordination and transition of care. We are happy to report an increase in compliance. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Standing Authorization Code Changes Coming for BlueMedicare

We are making changes to our standing authorization procedure code list. Effective Nov. 1, 2021, certain procedure codes will require prior authorization for BlueMedicareSM Medicare Advantage members. [Learn more>>](#)

VALUE-BASED CARE

Time to Update Your Primary Care Provider Roster

It is time to update your roster of eligible value-based primary care physicians (PCPs) and physician-extender PCPs. In preparation for 2022, we need your roster updates by Nov. 30, 2021. [Learn more>>](#)

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