



Bluemail



November 20, 2020

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

Florida's Largest Health Care Organizations Join Forces to Fight the Flu

The potential collision of COVID-19 and the flu this season is real. To prevent health care systems from being overwhelmed by both COVID-19 and the flu, Florida Blue, the Florida Hospital Association (FHA) and the Florida Medical Association (FMA) have joined together to raise awareness and encourage Floridians to get a flu shot. We are uniting to spread the word, not the flu, by using #FluFreeFlorida on social media and encouraging immunizations to protect from serious illness. [Read the full press release>>](#)

COVID-19 Update as of Nov. 5, 2020

In response to the coronavirus disease (COVID-19), we make process updates as needed for our Commercial, Affordable Care Act (ACA), Medicare Advantage, Federal Employee Program[®] (FEP) and Truli for Health lines of business. **Note: This is our latest update from Nov. 5; there are no new updates since that date.** 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

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

Scammers Target Health Care Providers

The Florida Department of Health (Department), Division of Medical Quality Assurance is warning Florida health care practitioners about fraudulent calls that have been received by multiple licensees. Scammers are posing as the Department and threatening action against your health care license by demanding money and asking for personal identifying information. The Department has posted extensive information and guidance on its [website](#) regarding licensure and fees. You can also read the [FBI-issued report](#) from Oct. 13, 2020.

PHARMACY

New Processes for Specialty and Home-Delivery Prescriptions Start in January

Starting Jan.1, 2021, we will have new pharmacies providing specialty and home-delivery services for most of our lines of business. Your patients using these services will continue to receive their specialty prescriptions and home-delivered medications. However, you may need to submit new and renewed prescriptions to these new pharmacies. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Updated Tip Sheets Now Available

We have updated these Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) measures tip sheets to help you close your patients' care gaps:

[Adults' Access to Primary Care \(AAP\)](#)

[Asthma Medication Ratio \(AMR\)](#)

[Childhood Immunization Status \(CIS\)](#)

[Appropriate Testing for Pharyngitis \(CWP\)](#)
[Immunizations for Adolescents \(IMA\)](#)
[Follow Up After Emergency Department Visit for Mental Illness \(FUM\)](#)
[Use of Imaging Studies for Low Back Pain \(LBP\)](#)
[Pharmacotherapy Management of COPD Exacerbation \(PCE\)](#)
[Prenatal and Postpartum Care \(PPC\)](#)
[Statin Therapy for Patients with Cardiovascular Disease \(SPC\)](#)
[Transitions of Care \(TRC\)](#)
[Weight Assessment and Counseling in Children/Adolescents \(WCC\)](#)
[Child and Adolescent Well-Care Visits \(WCV\) -New!](#)

Watch for updates to other HEDIS tip sheets coming soon. You can find all our HEDIS measures tip sheets at floridablue.com/providers. Select **Tools & Resources**, then **HEDIS Measures Tip Sheets**. The chart also shows if tip sheets apply to Commercial, Federal Employee Program (FEP), Stars or a combination of them.

For Florida Blue Providers Only

COMPLIANCE

Scores for Care Documentation Rise Third Year in a Row

Our providers continue to advance their medical record-keeping practices. Scores for the Documentation of Care 2020 Medical Record Review show consistent improvement from 92.55 in 2018 to 94.58 in 2020. This bulletin has links to results, opportunities for improvement and guidance about medical record documentation. [Learn more>>](#)

HEALTH CARE PLANS (MEDICARE ADVANTAGE)

BlueMedicare Will Expand to Additional Counties

Starting Jan. 1, 2021, BlueMedicare® (Medicare Advantage) health plans are expanding to more counties. [Learn more>>](#)

HEALTH CARE PLANS (NON-MEDICARE)

Virtual Health Service Amendments Due Dec. 1

Are you interested in being a Florida Blue-designated virtual health provider for our Commercial members starting Jan. 1, 2021? If so, we need your signed Amendment by Dec. 1. [Learn more>>](#)

NetworkBlue Providers Included in *Blue High Performance Network*

Starting Jan. 1, 2021, the Blue Cross Blue Shield system's national high-performance program will be available in Florida. NetworkBlue providers are included in *Blue High Performance Network*SM (*Blue HPN*SM). [Learn more>>](#)

PHARMACY

Commercial and Other Pharmacy Updates Take Effect Jan. 1

On Jan. 1, 2021, we will implement changes to our preferred drug lists and medication guides. These affect prior authorization requirements, the Responsible Quantity Program, Responsible Steps and the Pharmacy Coverage Exclusions List. [Learn more>>](#)

SELF-SERVICE TOOLS

New Features Added to ProviderVista

Check out the latest enhancements and features in ProviderVista - your platform for managing your Commercial patients. [Learn more>>](#)

'HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

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