
December 05, 2019

FEDERAL EMPLOYEE PROGRAM

2019 CAHPS Survey Results Include Ratings from FEP Members

Our 2019 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey results, representing FEP members' perceived health care experiences in 2018, have arrived. [Learn more>>](#)

HEALTH CARE PLANS (MARKETPLACE)

Here's Information to Help Your Patients Understand Marketplace Health Plans

If patients ask you about their BlueCare® HMO, myBlue, BlueOptionsSM or BlueSelect health plan benefits, you have answers as close as your keyboard. [Learn more>>](#)

MEDICARE STARS

Important Medicare Advantage Dates for 2019 Care Gap Closures

As the end of 2019 approaches and you focus on ensuring care gaps are closed for your Medicare Advantage patients, we'd like to share some key dates that will affect your ability to ensure 2019 Medicare Stars care gaps are documented as closed. [Learn more>>](#)

OTHER / SPECIAL ALERTS

'Tis the Season for the Flu

Cases of the flu are increasing in Florida. We are encouraging our members to get their annual shots from you. [Learn more>>](#)

PHARMACY

Gear Up for 2020 Prior Authorizations with CoverMyMeds

You know January and February are a busy time for prior authorizations. Take advantage of CoverMyMeds to find, complete and submit prior authorization requests for medications under the pharmacy benefit for retail drugs. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Care for Older Adults HEDIS Measure Now on Clinical Validation Form

We've updated our Clinical Validation Form (CQV) to include the **Care for Older Adults** HEDIS^{®1} measure guidelines. [Learn more>>](#)

Updated HEDIS Tip Sheets Now Available

Our HEDIS measures tip sheets are being updated with 2020 information. Here are the latest two: [Controlling High Blood Pressure \(CBP\)](#) and [Care of Older Adults \(COA\)](#). You'll find all of our tip sheets listed on [floridablue.com> providers> Tools and Resources> HEDIS Measures Tip Sheets](#).

Our 2019 Medical Record Review Results Are Available – Take a Look

Each year we conduct a review of medical record documentation of primary care physician offices. This helps improve medical record-keeping practices to promote patient safety and improve continuity and quality of care. The 2019 results are available. [Learn more>>](#)

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).