



Bluemail



December 3, 2020

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

Caregiving Resources During the Pandemic

COVID-19 is having a major impact on caregiving. Because you, your staff or your patients might be caregivers, we want to share this helpful information. Visit the [Family Caregiver Resources web page](#) to explore the resources and tools that might help navigate everyday challenges. You can also find this information on our [provider COVID-19 web page](#) under **Resources**.

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*.

Season of Caring and Support

Thank you for the compassionate care you continue to provide during these challenging times. With the combination of the flu and COVID-19, we know you are working more than ever to keep your patients, our

members, safe and healthy. To support your efforts, we are encouraging our members and communities to get their flu vaccinations. Together, we can help all Floridians. We appreciate everything you do!

ADMINISTRATIVE NEWS

It Is Time to Verify/Update Your Provider Directory Profile

Remember to confirm or update your information for our provider directories by Dec. 31. [Learn more>>](#)

BILLING AND CODING

Electronic Remittance Advice/835 Registration Moving to Availity

Florida Blue's proprietary Electronic Remittance Advice (ERA)/835 registration system is moving to the multi-payer ERA/835 registration process in Availity^{®1} starting Dec. 16, 2020. The move from the Florida Blue Passport page to the Availity Enrollment Center will provide a centralized location for electronic transaction enrollments. [Learn more>>](#)

PHARMACY

Save Urgent Requests for When Patients Are At Risk

In 2020, more than 59 percent of requests reviewed by Prime Therapeutics were marked "urgent." This slows the decision process for everyone. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Coding Newsletter Focuses on Rheumatoid Arthritis

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

Updated Tip Sheets Now Available

We have updated these Healthcare Effectiveness Data and Information Set (HEDIS^{®2}) measures tip sheets to help you close your patients' care gaps:

[Avoidance of Antibiotic Treatment for Bronchitis/Bronchiolitis \(AAB\)](#)

[Care for Older Adults \(COA\)](#)

[Follow Up After Hospitalization for Mental Illness \(FUH\)](#)

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

CARE MANAGEMENT

New Congestive Heart Failure Program for Part D Plan Members

We have been selected by the Centers for Medicare & Medicare Services to conduct a congestive heart failure (CHF) program for Medicare members enrolled only in our standalone Premier Rx Part D prescription drug plan. Designed to promote home management of CHF, the program will go live in January 2021. [Learn more>>](#)

HEALTH CARE PLANS (MEDICARE)

Help Your Medicare Part D Patients Pay Less for Insulin

Starting Jan. 1, 2021, you can help your Medicare Part D patients pay no more than \$35 for each one-month supply of insulin as long as the medication is on the patient's formulary list. [Learn more>>](#)

New Program Available for Medicare Advantage Members with Advanced Illnesses

Your Florida Blue Medicare Advantage patients now have a program to help them think through and discuss topics of advanced care and life planning. [Learn more>>](#)

Virtual Visits to Be Standard Benefit for Medicare Advantage Members in 2021

Starting Jan. 1, 2021 or when the federal public health emergency regarding COVID-19 ends, we are expanding virtual health care coverage for Medicare Advantage members. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

New Medicare Advantage Review Process for Muscular/Skeletal UM Starts in January

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>>](#)

VALUE-BASED CARE

Free Shared-Risk Arrangements Webinar Slated for Dec. 4 and 8

How do you measure success in this shared-risk arrangement? What are the emerging needs in a value-based payment model? Learn answers to these questions and more in a free one-hour, live webinar that examines Risk-Readiness Reports from Cotiviti, an analytics expert. [Learn more>>](#)

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

²HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).