



Aug 3, 2021

For Truli for Health and Florida Blue Providers

COVID-19 SPECIAL ALERTS

Temporary Change to Admission Approval Process for Post-Acute Care

As the number of COVID-19 hospital admissions continues to rise, we understand your need to accelerate appropriate discharges and increase bed capacity. Effective August 1 and until further notice, we are temporarily changing our prior authorization requirements for patients being transferred from acute hospital settings to skilled nursing facilities for post-acute care. [Learn more>>](#)

Hotline Available to Answer Questions about the Vaccine

We encourage anybody who has questions about the COVID-19 vaccine to talk to one of our Florida Blue Center nurses one-on-one for personalized support and answers to their questions at **877-352-5830**. They are available to anyone in the community Monday through Friday, 9 a.m. to 7 p.m., and Saturday, 9 a.m. to 4 p.m.

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

New Options Help Manage Medical Records Requests

We continue to improve existing self-service tools through AvailitySM so we can provide you and your staff with easy and cost-efficient methods to fulfill medical records requests. [Learn more>>](#)

Records Requests and Medical Attachment Tools Q&A

Read these commonly asked questions and answers about the ProviderVista Medical Attachment tool in Availity. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Coding Newsletter Focuses on Telehealth Documentation

Our August issue of Closing Gaps and Meeting Metrics highlights coding and documentation tips for Telehealth. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Important Changes Coming for Cardiology and Radiation Oncology Utilization Management Programs

Effective Nov. 1, 2021, AIM Specialty Health (AIM) will no longer manage prior authorizations for our commercial cardiology and radiation oncology utilization management programs. [Learn more>>](#)

For Florida Blue Providers Only

COVID-19 UPDATES

Members Receive Reward for Getting Their Shots

We are encouraging COVID-19 vaccinations by offering our eligible members a \$10 reward. Members who get a COVID-19 vaccine anytime in 2021 can earn the reward. [Learn more>>](#)

ADMINISTRATIVE NEWS

Health Assessments Offered to Florida Blue Commercial Members

Our care partner, PopHealthCare, LLC, will offer comprehensive health assessments to select high-risk Florida Blue Commercial PPO and HMO members at no additional cost to them. These in-home assessments are designed to complement the care you are already providing your patients. [Learn more>>](#)

FEDERAL EMPLOYEE PROGRAM

Federal Employee Program Updates:

New Member ID Cards and COVID-19 Vaccine Member Incentive

Bonus payments have been released to eligible provider groups who earned a bonus from the 2020 Medicare Provider Quality Bonus Program. This information and related scorecards will now display for appropriate groups in Provider Link's new Quality Bonus feature. [Learn more>>](#)

MEDICARE STARS

Medicare Provider Quality Bonus Feature Added to Provider Link™

This July, Florida Blue Medicare will work with Quest Diagnostics to send blood glucose (A1c) and diabetic urine protein test (kidney screening) kits to select Medicare Advantage members. The kits will be sent to patients living with diabetes who have not completed these important screenings this year. [Learn more>>](#)

VALUE-BASED CARE

New Quality Bonus Feature in Provider Link™ Is Now Live

Provider Link has added a new Quality Bonus feature. Bonus payments and program scorecards will now display for appropriate provider groups. [Learn more>>](#)

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