



# Bluemail



December 17, 2020

## For Florida Blue and Truli for Health Providers

### COVID-19 SPECIAL ALERTS

#### A Message of Thanks

As 2020 winds down and we reflect on this year, please take a moment to read a personal *Thank You* message from Florida Blue Senior Vice President, Provider Network Solutions, Shawn Trotter-Mitchell. [Read more>>](#)

#### COVID-19 Update as of Dec. 14, 2020

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<sup>®</sup> (FEP) and Truli for Health lines of business. **Dates are extended for certain services/benefits.** 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*.

#### Healthy Together App Delivers COVID-19 Results

The Florida Department of Health recently launched the *Healthy Together* application (app) to enable people with a Florida address to receive their COVID-19 test results via their smartphones. The app securely delivers polymerase chain reaction (PCR) test results from tests conducted in Florida. To help patients receive their results through this app, please be sure their phone number is up to date when ordering a COVID-19 test because patients will be required to enter their phone number and date of birth in the app for authentication and confidentiality. The *Healthy Together* app is available for both iOS and Android platforms.

## CARE MANAGEMENT

### **See How Care Management Supports You and Your Patients**

Our care teams are here to help your Florida Blue Commercial members receive services available to them. They also help these members understand and manage chronic conditions and reinforce your treatment plans. See how in this member's [story](#).

## QUALITY / HEDIS / CAHPS

### **Take Note of End-of-Year HEDIS Deadlines**

As the end of 2020 approaches and you work hard to ensure our members' care gaps are closed, we would like to share with you some key dates that will affect your capacity to ensure your patients' 2020 Healthcare Effectiveness Data and Information Set (HEDIS<sup>®1</sup>) care gaps are documented as closed. [Learn more>>](#)

### **Updated HEDIS Tip Sheets Now Available**

We have updated these HEDIS measures tip sheets to help you close your patients' care gaps:

[Cervical Cancer Screening \(CCS\)](#)

[Comprehensive Diabetes Care \(CDC\)](#)

[Controlling Blood Pressure \(CBP\)](#)

[Plan All-Cause Readmissions \(PCR\)](#)

Watch for updates to other HEDIS tip sheets coming soon. You can find all our HEDIS measures tip sheets at [floridablue.com/providers](http://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.

### **You Can Access Information About Quality Programs Online**

To make it easy for you to find important information about our Quality programs, we have posted resources on [floridablue.com](http://floridablue.com). Find out how to access our policies, programs and articles located in the Quality section of our website. Also learn how to get a hard copy of any Quality program article. [Learn more>>](#)

## UTILIZATION MANAGEMENT AND OTHER PROGRAMS

### **Advance Care Planning Program Now Includes Care Delivery**

Your Florida Blue Commercial members with serious illnesses now have integrated care delivery services available to them, as well as support for their caregivers and families. [Learn more>>](#)

## For Florida Blue Providers Only

### HEALTH CARE PLANS (NON-MEDICARE)

#### **Update on myBlue Expanding to Additional Counties**

We have updated an earlier bulletin about the myBlue expansion to additional counties in 2021. [Learn more>>](#)

### PHARMACY

#### **Gear Up Now for 2021 Prior Authorizations with CoverMyMeds**

January and February are busy months for prior authorizations (PAs). That is why we encourage you to submit your PAs with CoverMyMeds® for retail drug authorization requests for your Commercial and Florida Blue Medicare patients. [Learn more>>](#)

### UTILIZATION MANAGEMENT AND OTHER PROGRAMS

#### **Update on New Oncology and Hematology Prior Authorization Program**

Last month, *Bluemail* included an announcement of our new Oncology and Hematology Prior Authorization program for all Florida Blue Medicare Advantage patients to begin Jan. 1, 2021. The program will begin in January as planned; however, the drugs and radiation oncology services requiring prior authorization have been updated. [Learn more>>](#)

#### **Changes Coming to Review Process for Muscular/Skeletal UM**

Reminder: Starting Jan. 1, 2021, preservice review requests for muscular/skeletal utilization management for Florida Blue Medicare Advantage patients will be sent directly to Florida Blue for determination. [Learn more>>](#)

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