



Bluemail



December 31, 2020

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of Dec. 30, 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® (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 Vaccine Billing Information

As you begin vaccinating your patients, here are guidelines to help with accurate and speedy claims processing. [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.**

ADMINISTRATIVE NEWS

Verify/Update Your Provider Directory Profile Information

To ensure your information in our provider directories is correct, please be sure you verify or update your information today. It is secure, quick and easy. And remember to **update your panel status**, too. This information is often overlooked and needed in our directories by members and prospective members. [Learn more>>](#)

PHARMACY

Important Changes to Pharmacy Services Start Jan. 1, 2021

Reminder: We 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

Coding Newsletter Focuses on the Annual Wellness Visit

Our January issue of *Closing Gaps and Meeting Metrics* highlights coding tips for the annual wellness visit including documentation requirements. [Learn more>>](#)

Updated HEDIS 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: [Breast Cancer Screening \(BCS\)](#)
[Osteoporosis Management in Women \(OMW\)](#)

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.

SELF-SERVICE TOOLS

Availity Gateway Update Resolves Issues Before Claims Submission

The latest update to the Availity®² Gateway alerts you to data issues so you can resolve them before claims enter the system resulting in fewer claim holds. These December changes will make your claims processing experience smoother than ever. [Learn more>>](#)

For Florida Blue Providers Only

VALUE-BASED CARE

Clinical Insights Added to Provider Link

The newest release of Provider Link™ (the official name of the Florida Blue Medicare provider platform) has a new feature called Clinical Insights. This option informs you of Florida Blue Medicare patients with important clinical situations - such as overdue refills or recent labs. The information allows you

to quickly and easily focus on patients who may need immediate attention.

[Learn more>>](#)

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

²Availity LLC is a multi-payer joint venture company. To register or for more information, visit availity.com.

HMO coverage is offered by Truli for Health and Florida Blue HMO, affiliates of Florida Blue. Health insurance is offered by Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.

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