

Bluemail



For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

Alarming Decrease Noted in Childhood Immunizations

The Blue Cross and Blue Shield Association (BCBSA) has identified an alarming trend in national member claims data showing a decrease of up to 26 percent nationwide for childhood immunizations. This decrease may threaten community protection for highly contagious diseases, including measles, whooping cough and polio. [Learn more>>](#)

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. **Note: This is our latest update from Dec. 30, 2020.** There are no new updates since that date. 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**.

ADMINISTRATIVE NEWS

Availity Redesign Enhances Authorization/Referral Process

Over the last year, we worked with Availity^{®1} to redesign our authorization and referral process to create a better online experience. Whether you are running authorization and referral inquiries, inpatient and outpatient authorizations or new referrals, you will have a better experience. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

We May Ask You for Florida Blue Patient Medical Records

We are in the process of reviewing our performance relative to Healthcare Effectiveness Data and Information Set (HEDIS^{®2}) for care delivered to our members. Florida Blue or one of our contracted associates, Change Healthcare, Ciox, Sharecare or Inovalon, may contact your office between Feb. 1 and May 5, 2021, to schedule patient medical record collection for this review. [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:

[Colorectal Cancer Screening \(COL\)](#)

[Use of Opioids from Multiple Providers \(UOP\)](#)

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.

Updated Stars Reference Guide Now Available

We have updated the HEDIS Stars Reference Guide for 2020-2021 to help you meet HEDIS criteria and close gaps. [Learn more>>](#)

For Florida Blue Providers Only

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Prior Authorization Process Changing for Other Blue Plans

Health Care Service Corporation, an independent licensee of the Blue Cross and Blue Shield Association, changed the prior authorization process for its commercial members of Blue plans in Illinois, Oklahoma, Montana, New Mexico and Texas, and Medicaid members of Community Centennial, on Jan. 1, 2021. [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).