



# Bluemail



July 23, 2020

## For Florida Blue and Truli for Health Providers

### COVID-19 SPECIAL ALERTS

#### Helping You Get Patient Care Back on Track

As we continue to move forward in these uncertain times, we want to thank you for the care you are providing to our members. We realize some patients have fallen behind on their annual wellness care and we want to support you with getting them back on track. To help, we are reaching out to our members to remind them of the importance of maintaining their health through annual wellness visits and getting vaccinations. [Learn more>>](#)

#### COVID-19 Provider Billing Guidelines - Updated as of July 20

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*.

#### Help Is a Phone Call Away

We know this is a difficult time for everyone. That is why our Florida Blue Center teams are available to provide support for you and your patients. For now we have transitioned our walk-in Florida Blue Centers to virtual support and services, and our locally based nurses, community specialists and service specialists are just a phone call away. Call us when you need help finding a COVID-19 testing site, navigating health care plans or connecting you to local community resources with finding food, utility and rent assistance, and many other types of relief programs. We want to help ease stress during these uncertain times. Share this [informational flyer](#) with your patients.