



Bluemail



July 30, 2020

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of July 30, 2020

In response to the coronavirus disease (COVID-19), we continue to make process updates for our Commercial, Affordable Care Act (ACA), Medicare Advantage, Truli for Health and Federal Employee Program® (FEP) lines of business. **Note:** This is our latest update from July 17; there are no new updates since that date. We will keep you informed as information changes. [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*.

New Neurologic Symptoms and Mental Health Conditions May Impact COVID-19 Outcomes

In collaboration with Florida-based Brain Health Initiative (BHI), Florida Blue Senior Medical Director Kelli Tice Wells, M.D., is sharing information suggesting certain neurologic symptoms often precede the appearance of respiratory symptoms in patients with COVID-19 by several days. Additional BHI research indicates that patients with mental health symptoms and substance use disorders may be at heightened risk for COVID-19 and conversely, COVID-19 may lead to a worsening of pre-existing mental health symptoms. Understanding these factors may influence how you care for your patients. [Learn more>>](#)

Coming Soon: New Refreshed COVID-19 Web Page for Providers and Office Staff

As we move forward during this pandemic, we continue to give you new and updated information. Coming soon, you will see a new and refreshed COVID-19 web page. The web page will include additional resources

available for you, your staff and your patients, as well as efforts to support our communities, and more. It will still contain all the existing information you are familiar with. Be on the lookout for the new web page.

QUALITY / HEDIS / CAHPS

Coding Newsletter Focuses on Depression

The August issue of *Closing Gaps and Meeting Metrics* highlights coding tips for major depression and major depressive disorder. [Learn more>>](#)

Advance Directives and Living Will a Must for Medical Record

Asking your patients about advance directives is a medical record necessity. When we conduct our annual medical record reviews to meet our regulatory requirements, we check to ensure that you have asked your patients if they have these documents in place. [Learn more>>](#)

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

Enhancements to Referral and Medical Attachment Tools Save You Time

Two of our time-saving tools on Availity^{®1} have been enhanced to save you more time than ever. The online Referral tool can help you find participating specialists within a preferred ZIP code. The Medical Attachment tool allows you to download open requests and upload medical records. [Learn more>>](#)

CARE MANAGEMENT

Care Management Support is More Important Than Ever

Chronic diseases have not halted because of the COVID-19 pandemic. It is important that your patients with chronic conditions maintain their relationships with you and follow your treatment plans to stay healthy. Our Care Management program can help. [Learn more>>](#)

HEALTH CARE PLANS (MARKETPLACE)

Do Not Miss Out on Potential Patients by Having Wrong Address in Provider Directory

Consumers will soon be selecting their health insurance plans on the Health Insurance Exchange[®] (Marketplace) for 2021. The provider directory on healthcare.gov is **not** the same as Florida Blue's online provider directory on floridablue.com. In our online directories, providers can list all the locations where they practice. However, on healthcare.gov, only one location per National Provider Identifier can be listed. Be sure your information and preferred address is correct on healthcare.gov. [Learn more>>](#)

MEDICARE STARS

Use CPT II Codes to Show Select Care Gaps Are Closed

Tell us about your patients' care by using Current Procedural Technology (CPT) II codes. The codes show diabetes care, blood pressure, medication reconciliation, functional assessment and pain assessment. [Learn more>>](#)

PHARMACY

Real-Time Benefit Check Coming Soon for Select EMR Systems

Selecting the most appropriate and cost-effective prescription drugs for your Florida Blue Medicare Advantage patients will soon be easier with the real-time benefit check tool. [Learn more>>](#)

SELF-SERVICE TOOLS

Patient Census Information Now Available in Provider Portal

To improve efficiencies, you can now track your patients' hospital admissions, discharges and emergency room visits inside our Provider Portal. That's also where you can find your patient rosters, care gaps, financials and more! Our eCensus tool on Availity will retire Sept. 2, 2020. [Learn more>>](#)

¹Availity LLC is a multi-payer joint venture company. To register or for more information, visit availity.com.

HMO coverage is offered by Truist 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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