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Bluemail



March 1, 2021

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of Feb. 26, 2021

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 have been extended for certain services.** 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**.

CARE MANAGEMENT

Need to Talk to a Care Manager? There is an App for That!

Our commercial and Truli for Health members receiving care management services have a new communication vehicle. The *BlueForMe* app lets your patients communicate with their care managers via their mobile devices. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Coding Newsletter Focuses on Chronic Kidney Disease

Our March issue of *Closing Gaps and Meeting Metrics* highlights coding

tips for chronic kidney disease, including documentation requirements.

[Learn more>>](#)

For Florida Blue Providers Only

MEDICARE STARS

2021 Medicare Advantage Annual Provider Quality Bonus Program Information and More

We are pleased to announce our 2021 Medicare Advantage Provider Quality Bonus Program for primary care provider groups. This Medicare Stars quality bonus program is based on two different options, and qualification for each is determined by network agreement type (value-based and non-value-based). [Learn more>>](#)

HEDIS Medicare Stars Best Practices Guide

We have created this Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) Best Practices Guide for Medicare Stars to help with coding certain measures, including colorectal cancer screening, controlling blood pressure, care for older adults and more. [Learn more>>](#)

PHARMACY

Changes to Commercial and Other Pharmacy Programs Take Effect in April

Several changes to our pharmacy programs will become effective **April 1, 2021**. These changes affect our preferred drug lists and medication guides, including prior authorization, responsible quantity and coverage exclusions. [Learn more>>](#)

VALUE-BASED CARE

Provider Groups in Value-Based Agreements Are Eligible for The 2021 Medicare Advantage Annual Provider Quality Bonus Program

We are pleased to announce our 2021 Medicare Advantage Provider Quality Bonus Program for primary care provider groups, including those in a value-based agreement with Florida Blue Medicare. [Learn more>>](#)

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