



May 1, 2020

COVID-19 SPECIAL ALERTS

COVID-19 Provider Billing Guidelines - Updated as of May 1

To ensure proper, timely reimbursement, please submit claims using the provider billing guidelines in the link below. Please check these guidelines often as they will be updated on a regular basis. The guidelines are located on our provider-specific [COVID-19 web page at floridablue.com](https://www.floridablue.com). These remain in effect until further notice. **Click [here](#) for the COVID-19 Provider Billing Guidelines.**

Requests for Certain Medical Records Suspended Through May 31

We recently notified you of [temporary changes](#) to our claim adjudication process. We're extending the suspension of certain medical record requests through May 31, 2020. This includes our commercial fully insured and Affordable Care Act (ACA) lines of business as well as [BlueCard®](#). These changes do not apply to our Medicare Advantage plans.

PE 05.01.2020