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Bluemail



October 23, 2020

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of Oct. 22, 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. **This is a reminder to use in-network labs for COVID-19 testing.** 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 - Updated as of Oct. 20, 2020

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*.

Encouraging Members and Communities to Protect Themselves This Flu Season

Due to the potential overlapping of influenza and COVID-19, our member and community outreach is focused on reducing the number of office and emergency room visits, hospitalizations and deaths this flu season. Through targeted awareness campaigns aimed at high-risk members, we

are encouraging members to get a flu vaccine and check with their providers to be sure they are current on all immunizations. [Learn more>>](#)

A Minute With Dr. Kelli

With some restrictions now lifted in Florida, it is more important than ever to do what we can to keep our communities safe and healthy. We are continuing to encourage our members and communities to be mindful of the best ways to prevent further spread of COVID-19 and to get them back to the care they need. To do this, we are sharing videos from Dr. Kelli Tice Wells, Florida Blue's senior medical director of medical affairs. These quick videos help people stay up to date on topics including keeping families safe during the pandemic, the importance of getting vaccinations, ways to keep health and wellness on track and tips on caring for a loved one. You can find these videos on our [provider COVID-19 web page](#) under the Florida Blue Resources section. [Watch videos>>](#)

BILLING AND CODING

New Electronic Appeals Capability Improves Efficiency

We have enhanced our appeals submission process to offer a more-efficient electronic capability. The enhanced process will be available in November. With the new capability, you will have the flexibility of completing online forms and simply submitting appeals electronically with supporting documentation. [Learn more>>](#)

COMPLIANCE

Medicare Advantage Providers Must Comply with Fraud, Waste and Abuse Standards

We are required by the Centers for Medicare & Medicaid Services to share our standards of conduct with our Medicare Advantage providers and assure they adhere to them or adopt and follow a code of conduct particular to their own organization. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

HEDIS Documentation and Coding Guide Is Updated

Our Comprehensive Healthcare Effectiveness Data and Information Set

(HEDIS^{®1}) Documentation and Coding Guide has been updated for the 2020-2021 measurement years. Use the new guide to help meet HEDIS measures and use correct codes. [Learn more>>](#)

For Florida Blue Providers Only

HEALTH CARE PLANS (NON-MEDICARE)

How You Can Help Your Patients with Marketplace Health Plan Questions

If patients ask you about their BlueCare[®] HMO, myBlue, BlueOptionsSM or BlueSelect health plan benefits, you can help. Information about Marketplace Health Plans is available on our website at floridablue.com> *Providers (top of the page)> Tools & Resources.* [Learn more>>](#)

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

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