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Bluemail



September 25, 2020

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

Normal Operations Resume for Provider Contact Center

Starting Oct. 1, 2020, our Provider Contact Center is back to normal operations. [Learn more>>](#)

Care Managers Can Help Members Recovering from COVID-19

When your patients are discharged from the hospital following treatment for COVID-19, they may face long-term medical, behavioral and financial impacts. Our care managers are here to help. [Learn more>>](#)

Flu Prevention: Educating Members on Why the Vaccine Is More Important Than Ever

Because of the likely co-occurring impacts of influenza and COVID-19 this fall and winter, we are encouraging our members to get their flu vaccinations as early as possible, starting in September. [Learn more>>](#)

COVID-19 Update as of Sept. 11, 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. **Note: This is our latest update from Sept. 11, 2020; 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 Aug. 27, 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*.

ADMINISTRATIVE NEWS

Verify/Update Your Provider Directory Profile by Sept. 30!

It is time to confirm or update your information for our provider directories for accuracy. [Learn more>>](#)

PHARMACY

New Drug Coupon Process Starts in 2021

We encourage our members to use drug manufacturers' coupons to help reduce their out-of-pocket expense. Starting Jan. 1, 2021, the value of the coupon will no longer apply to the member's annual deductible or out-of-pocket maximum. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Coding Newsletter Focuses on Cancers and Neoplasms

Our October issue of *Closing Gaps and Meeting Metrics* highlights coding tips for cancers and neoplasms, including documentation requirements. [Learn more>>](#)

SELF-SERVICE TOOLS

Enhanced Patient Cost Estimator to Give A Better Experience

Starting Sept. 30, enhancements to the Patient Cost Estimator will optimize your experience for calculating a patient's cost share. It will have the same look you know, but you will need to input your Florida Blue Provider Assigned ID. [Learn more>>](#)

For Florida Blue Providers Only

BILLING AND CODING

Home Health Agency and Vendor Billing Guidelines are Available

Billing guidelines for home health agencies and vendors for traditional Medicare and non-participating Florida Blue Medicare providers were created to maintain compliance with the Centers for Medicare & Medicaid Services Medicare billing guidelines and to ensure accurate processing of home health claims. [Learn more>>](#)

FEDERAL EMPLOYEE PROGRAM

How to Request an Advance Benefit Determination

As a preferred provider, you can help your Blue Cross and Blue Shield Federal Employee Program® patients avoid unexpected expenses. You can do this by requesting an Advance Benefit Determination prior to delivery of select non-urgent services such as: surgical procedures, durable medical equipment and other high-dollar outpatient procedures, including most injection medications. It is important you understand the correct process for requesting the Advance Benefit Determination. [Learn more>>](#)

HEALTH CARE PLANS

Open Enrollment for Individuals and Families Starts Soon

If your patients ask you for 2021 health plan information, please refer to our bulletin which includes enrollment dates and important contact information for learning about and obtaining coverage from Florida Blue, Florida Blue Medicare or the Health Insurance Marketplace. [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 Truli 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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