



COVID-19 Frequently Asked Questions (FAQs)

The health of our members and the community is very important to us, and we'll continue to monitor the impact of coronavirus and make adjustments as needed to minimize barriers to care related to the COVID-19.

Note: Please check these FAQs often as they will be updated on a regular basis. The latest COVID-19 provider updates are available on our [COVID-19 page for providers](#) on floridablue.com.

General COVID-19 Information

What is Florida Blue doing to ensure overall business continuity?

In response to the coronavirus disease (COVID-19), we support the work of our providers and the guidelines set forth by the Florida Department of Health and the Centers for Disease Control and Prevention (CDC). In support of our mission to help people and communities achieve better health, we're continuing to update our processes for all lines of business.

Where do I find specific Florida Blue COVID-19 news, information and process updates for providers?

Click [here](#) for the latest coronavirus information for providers on floridablue.com including current and past communications, additional resources and more. This is where you'll find process updates for our Commercial, Affordable Care Act (ACA), Medicare Advantage and Federal Employee Program® (FEP) lines of business.

Process updates include: medical testing and treatment, virtual visits, prescription drugs, billing and coding, authorizations and prior approvals and more. Check this site often as information continues to change on a regular basis.

Where do I find information on how to bill for COVID-19?

We've established billing guidelines for our Commercial, ACA, Medicare Advantage and FEP lines of business. To ensure proper, timely reimbursement, please submit claims using these guidelines.

Note: Please check these guidelines often as they will be updated on a regular basis. These remain in effect until further notice. Click [here](#) and select *COVID-19 Provider Billing Guidelines*.

What is the process for claims or authorization escalations?

Follow your regular claims and authorization escalation process.

Does the suspension of medical record requests for our commercial fully insured and ACA lines of business apply to professional claims?

No. This change applies to institutional claims only. It does not apply to professional claims.

Are HIPAA guidelines relaxed during the COVID-19 emergency?

The U.S Department of Health and Human Services (HHS) Office of Civil Rights (OCR) announced, effective immediately, that it will exercise its enforcement discretion and will waive potential penalties for HIPAA violations against health care providers that serve patients through everyday communications technologies during the COVID-19 nationwide public health emergency. HHS provided [more information](#) on the effect of this waiver on telehealth remote communications.

We encourage all providers offering virtual visits to use HIPAA-compliant software and/or platforms whenever possible and to continue to review the HHS HIPAA guidelines regarding relaxed rules.

Telemedicine/Virtual Visits

What is Florida Blue's position on virtual visits for primary care providers (PCP) and specialists?

During the COVID-19 crisis, members are encouraged to take advantage of virtual visit options for less serious medical issues to limit the spreading of COVID-19. Click [here](#) for the latest coronavirus information for providers on [floridablue.com](#) including current and past communications regarding virtual visits.

Are providers required to submit an attestation to confirm they have the necessary equipment and technology to provide virtual visits?

To ensure a rapid response to this urgent situation, we're not requiring an attestation to confirm providers have the required equipment. Providers are still required to have the necessary equipment to provide virtual visits, but until further notice, they may offer this without submitting the attestation that is usually required.

Is there a special certification providers must get to be designated as a telehealth provider from an industry or regulatory agency before they can render care or be paid for virtual visits?

No, there is not an industry-recognized certification for telehealth services or similar certification required at this time to render or be paid for virtual visits.

Do members know they can use these virtual visit services?

We're strongly encouraging members to take advantage of virtual visit options for less serious medical issues to limit the spread of COVID-19. We've communicated the options for virtual visits to our members through our various communication channels.

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