

## New Features and Changes in Provider Link

*The Platform for Managing the Unique Needs of Your Medicare Advantage Patients*

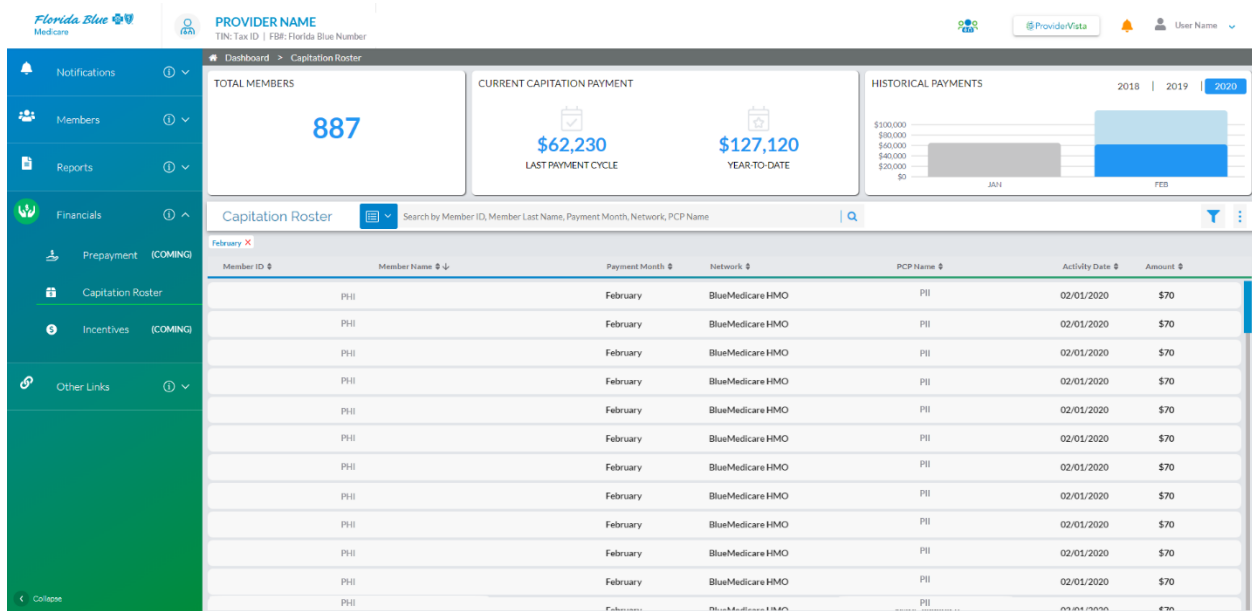
The latest enhancements to the Provider Link platform as of late March 2020 include the following:

### Enhancement: Care Gap Closure

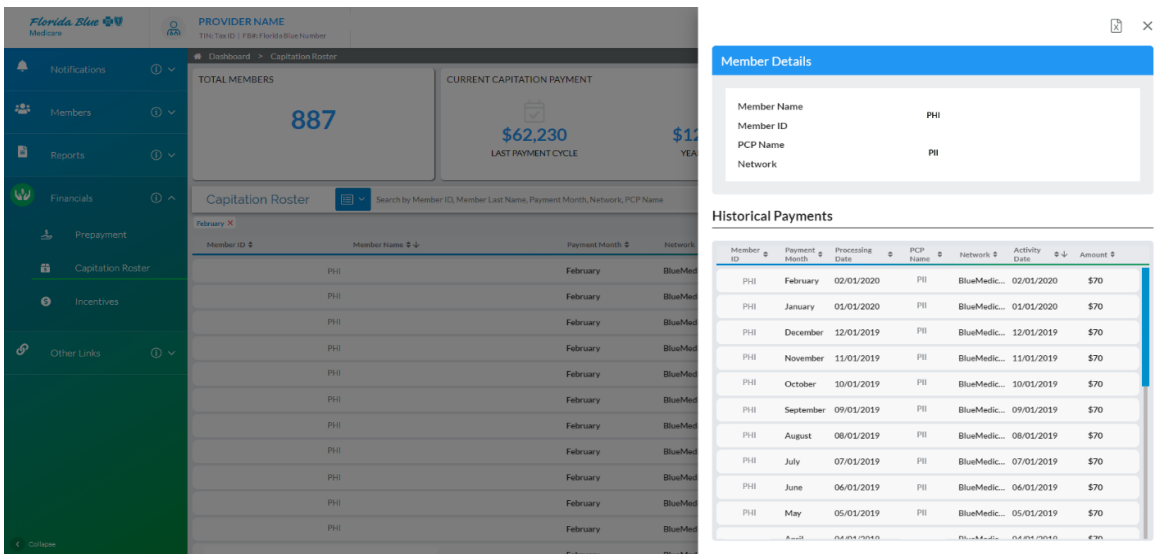
The ability to provisionally close care gaps within Provider Link was detailed in a previous [bulletin](#) for both provider platforms (ProviderVista and Provider Link). Please refer to it for more information.

### Enhancement: Capitation Roster

With this release of Provider Link, the first of several planned financial reporting features – Capitation Roster – has been added to the platform. It can be accessed from either the landing (home) page or the side navigation menu as part of the Financials module:



This page displays a list of members presently enrolled in a (capitated) Medicare Advantage plan, along with a dashboard that shows useful summary and historical financial data. This feature is intended to help providers succeed in a value-based healthcare program. Clicking on a member will bring up the Member Details panel shown below:



This panel allows providers to view the various capitation payments received for a member. The list of payments can be sorted or exported to an Excel spreadsheet file.

**Addition: Quality Bonus Terms and Conditions Added to Resource Links Section.**

You will be able to find the terms and conditions for this year’s Quality Bonus Program in the Other Links > Resource Links area. Please note there is a separate set of terms and conditions for value-based and non-value based lines of business.



**Revision: Care Gap Report**

The list of care gaps displayed in the Care Gaps Report will be revised to display the most relevant care opportunities for our Medicare Advantage members:

HEDIS <sup>®1</sup> Quality Measure	
Adult BMI	Diabetes Care, HbA1c Screening
Breast Cancer Screening	Medication Adherence for Cholesterol (Statins)
Care for Older Adults – Functional Status Assessment	Medication Adherence for Diabetes Medications
Care for Older Adults – Medication Review	Medication Adherence for Hypertension (RAS antagonists)
Care for Older Adults – Pain Assessment	Medication Reconciliation Post Discharge
Care for Older Adults, Advanced Care Planning	Osteoporosis Management in Women who had a Fracture
Colorectal Cancer Screening	Plan All Cause Readmission
Controlling Blood Pressure	Rheumatoid Arthritis Management
Diabetes Care – Blood Sugar Controlled*	Statin Therapy for Patients with Cardiovascular Disease
Diabetes Care – Eye Exam	Statin Use in Persons with Diabetes (SUPD)
Diabetes Care – Kidney Disease Monitoring	

\*This measure is closed by HbA1c results <9. It will be renamed to ‘Diabetes Care – Blood Sugar Controlled HbA1c < 9 in a future release of Provider Link.

**Get Started Today**

Provider Link is in the provider portal in the Florida Blue Payer Space on [availity.com](http://availity.com). We recommend using Google Chrome for the best results. Your Availity<sup>®2</sup> administrator can grant access to the portal by checking the Provider Portal role in your user profile. Once access is granted, sign in to [availity.com](http://availity.com) with your existing user name and password to get started.

As a reminder, Provider Link educational material, including frequently asked questions and a user's guide, are in the Florida Blue Learning Center in the Florida Blue Payer Space on the Availity website. This information is also available at [floridablue.com](https://floridablue.com) > Providers > Tools and Resources > Online Training.

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

<sup>2</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity.com.

Florida Blue is a PPO, RPPPO and Rx (PDP) plan with a Medicare contract. Florida Blue Medicare is an HMO plan with a Medicare contract. Enrollment in Florida Blue or Florida Blue Medicare depends on contract renewal. Health coverage is offered by Blue Cross and Blue Shield of Florida, Inc., DBA Florida Blue. HMO coverage is offered by Florida Blue Medicare, Inc., DBA Florida Blue Medicare. These companies are affiliates of Blue Cross and Blue Shield of Florida, Inc., and are Independent Licensees of the Blue Cross and Blue Shield Association.