

New Features Added to *Provider Link*

The Platform for Managing Your Medicare Advantage Population

The latest enhancements to *Provider Link*, the new official name of the Florida Blue Medicare provider platform, include the following, effective December 21, 2019:

Four New Care of Older Adults (COA) Care Gaps

The new COA care gaps concern missing medication reviews, unscheduled functional status assessments, missing pain assessments and missing advanced care plans. They also serve as triggers for generating any Tasks related to them.

The Ability to Manage Tasks and Alerts

Tasks calling for an action related to a patient's care may now be marked **Completed** or **Not Applicable (N/A)** through the platform. This allows providers to either:

- a) Submit any documentation related to the Task or
- b) Indicate why a Task doesn't apply to a patient and supply any supporting documentation (see table below)

N/A Response	When to Choose this Option
Not my patient	Choose this option when given a Task for a member you do not believe should be on your panel. Provide any documentation that might demonstrate this, such as letter from a patient who moved out of state.
Medication contraindication	Choose this option if a Task is recommending you prescribe a contraindicated medication for your patient.
Patient does not have the medical condition	Choose this option if the patient does not have the medical condition.
Unable to contact patient	Choose this option if you are unable to contact a patient for whom a Task has been assigned.
Patient refused	Choose this option if a patient refuses to receive the treatment recommended by this Task.
Not in scope of my practice	Choose this option when given a Task for a patient

Florida Blue is a PPO, RPPO 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.

N/A Response	When to Choose this Option
	you don't think is within the scope of your practice.
Patient does not require screening	Choose this option if a Task is recommending you screen a patient who doesn't need to be screened.
Screening was performed	Choose this option if a Task is recommending you screen a patient who has already been screened.
Screening contraindicated	Choose this option if a Task is recommending you conduct a screen that is contraindicated for your patient.
Other	Choose this option only if no other option is reasonable. Fill in the text field with a reason and supply any documentation that might support your claim.

Notice-type Tasks and Alerts may now be marked as [Acknowledged](#), indicating they have been seen by the provider.

Disposing of a Task or Alert in one of these ways removes it from the list, allowing providers to focus on those that remain.

Scores of New Tasks

The platform has new Tasks generated by a number of new triggers. These include Care Cap as well as Health Risk Assessment (HRA)-related Tasks.

Questions?

If you have any questions about Provider Link and its capabilities, please refer to the latest User Guide located at https://floridablue.learnupon.com/learner_resource_list. You may also email us at mymedicareadvocate@floridablue.com.