

November 2019

SimplyBlue HMO Offered in Additional Counties

We offer SimplyBlue HMO health plans in certain counties to small group employers to purchase for their employees. We're offering SimplyBlue in additional counties effective January 1, 2020. Please see the attached Questions and Answers for a list of SimplyBlue counties.

About SimplyBlue HMO

- Members must select a primary care physician (PCP) or we assign one to them. However, SimplyBlue **members can visit any in-network PCP** for care. They don't have to see their assigned PCP.
- Inpatient and outpatient hospital visits require authorization.
- Out-of-network services aren't covered, except for emergency or urgent care services.
- SimplyBlue HMO uses only part of our Health Options HMO provider network. This means not all Health Options providers are in-network for SimplyBlue.

Referrals

Important: **Referrals aren't required** when your SimplyBlue HMO patient visits an in-network specialist. If you aren't sure if your SimplyBlue patient needs a referral, please don't turn them away. Verify referral requirements in Availity^{®1} at availability.com.

Important Reminders

- Remember to ask your Florida Blue patients for a copy of their member ID card at each visit and verify eligibility and benefits electronically through Availity at availability.com. You can also verify a patient's assigned PCP at availability.com and verify if referrals are required.
- To find in-network providers, please use our online provider directory at floridablue.com> *Find a Doctor*.
- For details about our health plans, including billing and authorization requirements, and member and provider responsibilities, refer to the provider manual on our website at floridablue.com> Providers (top of the page)> *Manual for Physicians and Providers*.

Please read the attached Questions and Answers for more information.

Questions and Answers

SimplyBlue HMO

We offer SimplyBlue HMO health plans to small group employers to purchase for their employees in certain counties.

Where is SimplyBlue available?

Effective January 1, 2020, SimplyBlue will be available in the following counties:

Broward	Nassau
Clay	Okaloosa
Charlotte	Orange
Citrus	Osceola
Collier	Palm Beach
Duval	Pasco
Escambia	Pinellas
Hernando	Putnam
Hillsborough	St. Johns
Lake	St. Lucie
Lee	Santa Rosa
Marion	Sarasota
Martin	Seminole
Miami-Dade	

What is SimplyBlue?

We developed SimplyBlue as an affordable health care option for small employer groups to purchase for their employees in the counties listed above.

- SimplyBlue HMO offers predictable copay, coinsurance and deductible cost share amounts.
- Although we assign members a PCP, they can go to any in-network PCP for care.
- Referrals to specialists aren't required. However, members must select a specialist who is in-network for SimplyBlue.
- Authorizations are required for inpatient and/or outpatient services.

What provider network supports SimplyBlue?

- SimplyBlue uses part of our Health Options PCP and specialist networks. Physicians are invited to be in-network for SimplyBlue based on their quality of care, efficiency, range of service and services offered.
- The SimplyBlue hospital network is similar to the hospital network for Health Options.
- All Health Options HMO providers in the counties where SimplyBlue is available can see SimplyBlue members unless they receive a letter from Florida Blue letting them know they aren't in-network for SimplyBlue.

How can I tell if I'm in-network for SimplyBlue?

If you participate in the Health Options network and do not receive an exclusion letter from us, then you're in-network for SimplyBlue. You can check our online provider directory at floridablue.com> **Find a Doctor** to verify if you are in-network. Be sure to include the name of the health plan, SimplyBlue HMO, in your search.

How can I identify SimplyBlue patients?

The member ID card shows the product name in the upper right corner – **SimplyBlue**. The alpha prefix is **FSO**.

What specialists can my SimplyBlue patients see?

Your SimplyBlue patients must visit specialists who are in the network for SimplyBlue. Out-of-network benefits are not included, except for emergency services. If your SimplyBlue patient visits a provider who is not in-network for SimplyBlue, they may have to pay the full cost of the visit.

How will I know if a specialist is in-network for SimplyBlue?

Please check our online provider directory at floridablue.com> **Find a Doctor**. Remember to include the name of the health plan, *SimplyBlue*, in your search request.

What pharmacies can my SimplyBlue patients use to fill prescriptions?

- SimplyBlue uses certain preferred pharmacies that include Publix, Walgreens, Walmart and Winn-Dixie. Your patients pay less when they use preferred pharmacies to fill prescriptions.
- Other national and regional chains and many independent pharmacies are in the network, but your patient pays more when they use them.
- Important: The SimplyBlue network does not include CVS-owned pharmacies including Target and Navarro. If a member uses a CVS pharmacy, they will have to pay the entire amount for prescriptions.

How do I verify eligibility and benefits, and obtain referrals and authorizations for my SimplyBlue patients?

You can verify eligibility and benefits electronically through Availity at availity.com. *Referrals are not required for your SimplyBlue patients*. However, authorizations are required for inpatient and outpatient services. Please check the Utilization Management section of the provider manual at floridablue.com> Providers (top of the page)> *Manual for Physicians and Providers*.

What if I don't request an authorization for services for my SimplyBlue patient?

If an authorization is required and one is not on file, then the services are not covered.

How can I verify a SimplyBlue patient's assigned PCP?

You can verify a patient's assigned PCP through Availity at availity.com.

How do I know which SimplyBlue patients are assigned to in-network PCPs in my practice?

In-network PCPs are sent a list of assigned SimplyBlue members through Availity at availity.com. You can also use the Quality and Efficiency Reporting Tool (QERP) in Availity to identify cost, quality, utilization and administrative improvement opportunities for your practice.

What laboratory/pathology provider is in-network for SimplyBlue?

Quest Diagnostics, Inc. is our preferred in-network clinical lab provider. Dermopath Diagnostics is our in-network preferred lab for anatomical pathology services. Important: Always refer your SimplyBlue patients to a Quest Diagnostic or Dermopath Diagnostics clinical lab for services whenever possible to keep their out-of-pocket costs as low as possible. Your SimplyBlue patients should use Quest and/or Dermopath Diagnostics for lab services, or they have to pay the full amount for the services.

Are in-office lab services covered under SimplyBlue?

Please refer to the list of lab services in the **Standing Authorizations** section of the provider manual at floridablue.com> Providers (top of the page)> *Manual for Physicians and Providers*. The list shows the only lab services eligible for payment when performed in the office.

Where can I find more information about SimplyBlue?

Please refer to the provider manual at floridablue.com> Providers (top of the page)> *Manual for Physicians and Providers*.