myBlue Offered in Additional Counties

We offer myBlue HMO health plans in certain counties to individuals under age 65 who purchase insurance online through the Health Insurance Exchange℠ (Marketplace). We’re offering myBlue in additional counties effective January 1, 2020. Please see the attached Questions and Answers for a list of myBlue counties.

About myBlue HMO

- Members must select a primary care physician (PCP) or we will assign one to them. Because myBlue is a managed care, referral-based health plan, myBlue members must have their assigned PCP coordinate all medical care. This includes issuing referrals to specialists, or the services won’t be covered.
- myBlue members can see PCPs in the same provider group. However, if the PCP is part of a multi-specialty group, the member’s assigned PCP must request a referral for the member to visit a specialist in the same group.
- Inpatient and outpatient hospital visits require authorization.
- Out-of-network services aren’t covered, except for emergency or urgent care services.
- myBlue uses only part of our Health Options HMO provider network. This means not all Health Options providers are in-network for myBlue.

Referrals

Important: **Referrals are required** when your myBlue patient needs to visit a specialist provider. The specialist must be in-network for myBlue or the services aren’t covered. You can review referral requirements in Availity℠ at availity.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 availity.com. You can also verify a patient’s assigned PCP at availity.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 at floridablue.com> Providers (top of the page)> Manual for Physicians and Providers.

Please read the attached Questions and Answers for more information.

---

1Availity, LLC is a multi-payer joint venture company. For information, visit availity.com. 900-4181-1119R
Questions and Answers
myBlue  HMO

We offer myBlue HMO health plans in certain counties to individuals under age 65 who purchase health plans through the Marketplace.

Where is myBlue available?
Effective January 1, 2020, myBlue will be available in the following counties:

<table>
<thead>
<tr>
<th>County</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alachua</td>
<td>Orange</td>
</tr>
<tr>
<td>Broward</td>
<td>Osceola</td>
</tr>
<tr>
<td>Charlotte</td>
<td>Palm Beach</td>
</tr>
<tr>
<td>Citrus</td>
<td>Pasco</td>
</tr>
<tr>
<td>Duval</td>
<td>Pinellas</td>
</tr>
<tr>
<td>Hillsborough</td>
<td>Polk</td>
</tr>
<tr>
<td>Manatee</td>
<td>Putnam</td>
</tr>
<tr>
<td>Martin</td>
<td>Seminole</td>
</tr>
<tr>
<td>Miami-Dade</td>
<td>St. Lucie</td>
</tr>
<tr>
<td>Nassau</td>
<td></td>
</tr>
</tbody>
</table>

What is myBlue?
myBlue is an affordable, referral-based health plan option for individuals under age 65 to purchase through the Marketplace.

- myBlue offers predictable copay, coinsurance and deductible cost share amounts.
- Members are assigned a PCP who is responsible for coordinating access to all medical services.
- Referrals to specialists are required. Services provided by specialists or other providers are not covered without a referral.
- Authorizations are required for inpatient and/or outpatient services.

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

How can I tell if I’m in-network for myBlue?
If you participate in the Health Options network and do not receive an exclusion letter from us, then you’re in-network for myBlue. 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, myBlue HMO, in your search.

1Availity, LLC is a multi-payer joint venture company. For information, visit availity.com.
900-4181-1119R
How can I identify myBlue patients?
The member ID card shows the product name in the upper right corner – myBlue. The alpha prefixes are VMG or VMY.

What specialists can my myBlue patients see?
Your myBlue patients must visit specialists who are in the network for myBlue. Out-of-network services are not included, except for emergency services. If your myBlue patient visits a provider who is not in-network for myBlue, they are responsible for the full cost of the visit.

How will I know if a specialist is in-network for myBlue?
Please check our online provider directory at floridablue.com> Find a Doctor. Remember to include the name of the health plan, myBlue, in your search request.

What pharmacies can myBlue patients use to fill prescriptions?
• myBlue 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 myBlue 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 myBlue patients?
You can verify eligibility and benefits electronically through Availity at availity.com. Referrals are required for your myBlue patients. 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 a myBlue patient?
If an authorization is required and one is not on file, then the services are not covered.

How can I verify a myBlue patient’s assigned PCP?
You can verify a patient’s assigned PCP through Availity at availity.com.

How do I know which myBlue patients are assigned to in-network PCPs in my practice?
In-network PCPs are sent a list of assigned myBlue patients 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 myBlue?
Quest Diagnostics, Inc. is our preferred in-network clinical lab provider. Dermpath Diagnostics is our in-network preferred lab for anatomical pathology services. Important: Always refer your myBlue patients to a Quest Diagnostic or Dermpath Diagnostics clinical lab for services whenever possible to keep their out-of-pocket costs as low as possible. Your myBlue patients should use Quest and/or Dermpath Diagnostics for lab services or they have to pay the full amount for the services.

1Availity, LLC is a multi-payer joint venture company. For information, visit availity.com.
900-4181-1119R
Are in-office lab services covered under myBlue?
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 myBlue?**
Go to floridablue.com> Providers (top of the page)> *Manual for Physicians and Providers*> myBlue.