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## 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<sup>SM</sup> (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<sup>®1</sup> at [availity.com](http://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](http://availity.com). You can also verify a patient's assigned PCP at [availity.com](http://availity.com) and verify if referrals are required.
- To find in-network providers, please use our online provider directory at [floridablue.com](http://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](http://floridablue.com)> Providers (top of the page)> *Manual for Physicians and Providers*.

Please read the attached Questions and Answers for more information.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For information, visit [availity.com](http://availity.com).  
900-4181-1119R



HMO

An Independent Licensee of the Blue Cross and Blue Shield Association

## 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:

Alachua	Orange
Broward	Osceola
Charlotte	Palm Beach
Citrus	Pasco
Duval	Pinellas
Hillsborough	Polk
Manatee	Putnam
Martin	Seminole
Miami-Dade	St. Lucie
Nassau	

### 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](http://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.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For information, visit [availability.com](http://availability.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](http://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](http://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](http://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](http://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](http://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. Dermopath Diagnostics is our in-network preferred lab for anatomical pathology services. Important: Always refer your myBlue 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 myBlue 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 myBlue?

Please refer to the list of lab services in the **Standing Authorizations** section of the provider manual at [floridablue.com](http://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](http://floridablue.com)> Providers (top of the page)> *Manual for Physicians and Providers*> [myBlue](#).