

## MyBlue is Expanding to Additional Counties in 2021

We offer myBlue HMO health plans in certain counties to individuals under age 65 who buy insurance online through the Health Insurance Exchange<sup>SM</sup> (Marketplace). Starting Jan. 1, 2021, myBlue HMO will be available in the following counties. New counties for 2021 are in blue.

Alachua	Hernando	Martin	Pinellas
Bay	Hillsborough	Miami-Dade	Polk
Broward	Indian River	Nassau	Putnam
Charlotte	Jefferson	Okaloosa	Santa Rosa
Citrus	Lake	Okeechobee	Sarasota
Clay	Lee	Orange	Seminole
Collier	Leon	Osceola	St. Lucie
Duval	Manatee	Palm Beach	Wakulla
Escambia	Marion	Pasco	Walton

### About myBlue

- 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, members must have their assigned PCP coordinate all medical care. This includes issuing referrals to specialists to ensure services will be covered.
- Members may see PCPs in the same myBlue provider group. 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 are not covered, except for emergency or urgent care services.
- Only part of our Florida Blue HMO (Health Options, Inc.) provider network applies to myBlue. This means not all Health Options providers are participating for myBlue.

### Referrals

Important: **Referrals are required** when your myBlue patient needs to visit a specialist provider. The specialist must be in the network for myBlue or the services will not be covered. You can review myBlue referral requirements in Availity<sup>®1</sup> at [availity.com](http://availity.com).

Florida Blue is an independent licensee of the Blue Cross and Blue Shield Association.

<sup>1</sup>Availity LLC is a multi-payer joint venture company. For more information or to register, visit [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 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/providers](http://floridablue.com/providers) and select **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](http://floridablue.com/providers) and select **Manual for Physicians and Providers**.

Please read the attached questions and answers for more information.

*We are proud to share that Florida Blue ranked #1 among health insurers for customer experience.\* You can count on us to continue providing great customer service to you, your patients and our members.*

*\*Forrester's 2020 US CX Index™ survey. See [floridablue.com/general/forrester-survey](http://floridablue.com/general/forrester-survey).*

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## Questions and Answers

### MyBlue HMO

#### What is myBlue?

MyBlue is a managed care, referral-based, affordable 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 primary care physician (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 participating 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 are not participating for myBlue.

#### How can I tell if I am in the myBlue network?

If you participate in the Health Options network and do not receive an exclusion letter from us, then you are in the myBlue network. You can check our online provider directory at [floridablue.com/providers](http://floridablue.com/providers) and select **Find a Doctor** to verify if you are an in-network provider. Be sure to include the name of the health plan, **myBlue**, in your search.

#### How can I identify myBlue patients?

The member ID card shows the product name in the upper right corner – **myBlue**. The alpha prefixes are **VM G** or **VM Y**.

#### What specialists can 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 the network for myBlue, they may be responsible for the full cost of the visit.

#### How will I know if a specialist is in the network for myBlue?

Please check our online provider directory at [floridablue.com/providers](http://floridablue.com/providers) and select **Find a Doctor**. Remember to include the name of the health plan, **myBlue**, in your search request.

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### What pharmacies can myBlue patients use to fill prescriptions?

Please remember to refer your myBlue patients to a **Walgreens pharmacy** to fill prescriptions. If they fill prescriptions at any other pharmacy, they will have to pay the full amount for their medications.

### How do I verify eligibility and benefits, and obtain referrals and authorizations for myBlue patients?

You can verify eligibility and benefits electronically through Availity<sup>®1</sup> at [availity.com](http://availity.com).

**Referrals are required for your myBlue patients.** Authorizations are required for inpatient and outpatient services. Please check the provider manual at [floridablue.com/providers](http://floridablue.com/providers), select **Manual for Physicians and Providers** and then **Utilization Management**.

### What if I do not 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 provided 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 the network for myBlue?

Quest Diagnostics Inc. is our preferred in-network clinical lab provider. Dermath Diagnostics is our in-network preferred lab for anatomical pathology services.

Important: Always refer your myBlue patients to a Quest Diagnostics or Dermath 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 Dermath Diagnostics for lab services or they will 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/providers](http://floridablue.com/providers), and select **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?

Please refer to the provider manual at [floridablue.com/providers](http://floridablue.com/providers), and select **Manual for Physicians and Providers**.

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