Florida Blue | truli for health

Bluemail



November 5, 2026

The provider bulletins and/or frequently asked questions (FAQs) summarized below include hyperlinks (Learn more>>) to full versions. Should you ever experience an issue with any of the hyperlinks, you may access all provider bulletins and FAQs at FloridaBlue.com > for providers > news > bulletins-and-faqs.

For Florida Blue and Truli for Health Providers

ADMINISTRATIVE NEWS

Keep Your Profile Current to Stay in Our Provider Directories
Federal law requires all providers, health care facilities, and suppliers to regularly verify and update their profile information with payers – even if their information has not changed. If your information is not updated timely, it will be removed from our directories, as required by law. As a reminder, your updates must be made in the Florida Blue Payer Space, Provider Self-Service tool. ***Learn more>>***

Commercial Risk Adjustment Call for Member's Medical Records
We are in the process of requesting medical records for members covered by an Affordable Care Act (ACA) health plan. This activity allows us to validate that chart documentation correctly reflects the clinical conditions of our members. It also ensures the encounter data we share with the U.S. Department of Health and Human Services for the ACA premium stabilization program is accurate. ***Learn more>>***

For Florida Blue Providers Only

COMPLIANCE

Our Commitment to Fraud, Waste, and Abuse Prevention
When fraud, waste, and abuse (FWA) occur, they compromise our mission and harm our members, providers, and the broader healthcare ecosystem. We require all our providers to either adopt our FWA standards or implement a tailored code of conduct for your organization. ***Learn more>>***

HMO coverage is offered by Truli for Health and Florida Blue HMO, affiliates of Florida Blue. Florida Blue offers health insurance. These companies are independent licensees of the Blue Cross and Blue Shield Association.

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QUALITY / HEDIS / CAHPS

Accurate Documentation Optimizes Health Outcomes and HEDIS Scores
As a reminder, correct documentation is crucial for improving patient outcomes and optimizing Healthcare Effectiveness Data and Information Set (HEDIS) scores. We are emphasizing the importance of this for all HEDIS measures including statins, diabetic eye exams, childhood immunization status with infant flu vaccination, and cancer screenings. ***Learn more>>***

Register Now: Upcoming November 10 Quality Innovations Webinar
The 2026 Quality Innovations Webinar series will conclude with our November 10 session which focuses on Preventive Care Management. CME credit is available. ***Learn more>>***

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