Florida Blue | truli for health

Bluemail

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 Providers Only

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Utilization Management Call Center Changes
Our Utilization Management Call Center has implemented some changes for Medicare and commercial lines of business, including Federal Employee Program and State account plans. The hours of operation have changed, and in-network providers must use the Availity Essentials self-service tools to request authorizations and obtain status. ***Learn more>>***

PROVIDER SELF-SERVICE TOOLS

Enhance Patient Care with the Medication Management Tool
The Medication Management tool is available through the Provider Portal in the ProviderVista platform under *Clinical Insights*. It provides a comprehensive overview of medications prescribed to your patients with Florida Blue commercial plans. ***Learn more>>***

QUALITY – MEDICARE STARS

Supporting the HEDIS Transitions of Care Measure
We are highlighting the importance of the Transitions of Care (TRC) Healthcare Effectiveness Data and Information Set (HEDIS) quality care measure. TRC assesses quality of care during transitions from inpatient to outpatient settings, aiming to improve health outcomes, reduce hospital readmissions, and enhance overall care. ***Learn more>>***

Five Key Actions to Enhance Patient Care and Raise CAHPS Results
As a reminder, from March through June, a random number of patients will receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to evaluate their 2024 health care experience. You can help improve your patients' experience. ***Learn more>>***

For Florida Blue and Truli for Health Providers

ADMINISTRATIVE NEWS

Important Reminder: 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>>***

BEHAVIORAL HEALTH

Mental Health Resources to Support Patient Care

At Florida Blue, we are committed to supporting mental health and providing resources to help you deliver high-quality care to your patients, our members. As part of Mental Health Awareness Month, observed each year in May, we want to remind you of important quality measures and tools you can use to close care gaps and assist your patients. ***Learn more>>***

PHARMACY

Pharmacy Updates to Commercially Insured Medical Coverage Guidelines Now Available
Each month and quarter, our Medical Coverage Guidelines (MCGs) for the commercially insured are updated and published at FloridaBlue.com under *Medical and Pharmacy Policies and Guidelines, What's New.* The May 15, 2025 updates include, but are not limited to, a revision to the **Fabhalta** MCG to comprise the use of complementing 3 glomerulopathy (C3G) to reduce proteinuria in adults. This update also shows a change to the **Oxybate oral solutions** MCG to modify the prior therapies used for the treatment of type 2 narcolepsy (without cataplexy). Many other MCG updates are listed. ***Learn more>>***

PROVIDER SELF-SERVICE TOOLS

New Feature Allows Clinical Record Attachments for Authorization Requests
As a reminder, you can now attach clinical documents to your new and existing authorizations in Availity Essentials for Florida Blue and Truli for Health. This capability is part of the new prior authorizations process, recently introduced, with an enhanced user interface and streamlined workflow. ***Learn more>>***