

# Quick Reference Guide



Use this quick reference guide to find important information and resources to help you care for your Truli for Health (Truli) patients.

## Important Contact Information

Website:

truliforhealth.com

Provider Contact Center:

1-833-238-8144

Hours of Operation:

Monday - Thursday, 8 a.m. - 6 p.m.

Friday, 9 a.m. - noon

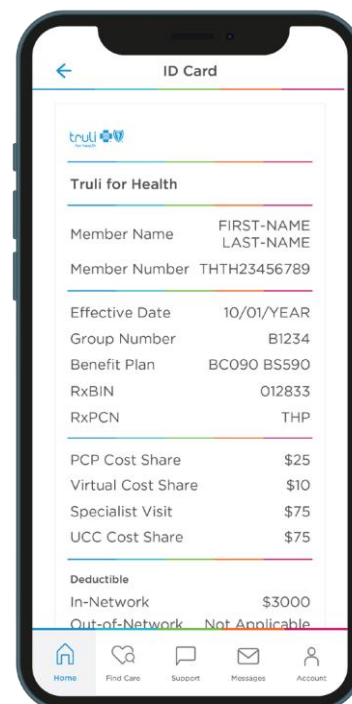
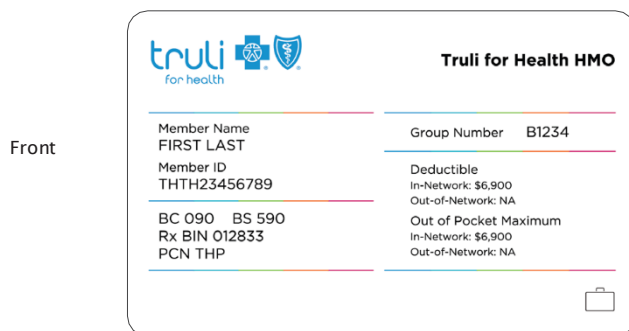
IVR Self-Service Options 24/7/365

## Truli Member ID Card

Below are examples of the Truli member ID card. Members have access to a paper ID card and a digital card. Truli's alpha prefix is **THT**.

Paper

Digital<sup>1</sup>



<sup>1</sup>The costs listed here are for illustrative purposes only and do not necessarily reflect the cost sharing responsibilities of a given Truli for Health member.

Health coverage is offered by Truli for Health, an affiliate of Florida Blue. These companies are independent licensees of the Blue Cross and Blue Shield Association.

## Provider Resources

### Availity

Our easy-to-use provider portal does the administrative work so you can focus on what you do best—putting patients first. Log in to Availity<sup>2</sup> at [availity.com](https://www.availity.com) and access the Truli for Health Payer Space portal.

Payer Space ID: **TRULI FOR HEALTH**

### Manuals and Guides

Manuals and guides may be found at [truliforhealth.com/providers](https://truliforhealth.com/providers). Scroll down to the Resources section to find the Truli Medication Guides, Truli for Health Companion Guides, and Medical Policies (Medical Coverage Guidelines). To view the Truli for Health Provider Manual, scroll down to the Provider Manuals section.

### Pharmacy Information

Retail Pharmacies:

Walgreens  
Walmart  
Publix  
CVS  
Florida Health Care Plan Pharmacies

CVS Specialty Pharmacy:

1-866-278-5108

Prime Therapeutics Management:

1-800-424-4947

Home Delivery services by Amazon Pharmacy:

1-855-206-3605  
Fax: 1-512-884-5981  
Website:  
[pharmacy.amazon.com/prescribers?ref\\_=sf2\\_infofaq](https://pharmacy.amazon.com/prescribers?ref_=sf2_infofaq)

### Specialist Notification Requirement

All specialists are required to submit specialist notifications. **Please note: Specialist notifications are not required for virtual visits.** When a Truli member schedules an appointment with a specialist, the specialist should go to Availity at [availity.com](https://www.availity.com) to determine if there is a referral from the member's PCP. If there is no referral on file, the specialist must submit a notification to the PCP.

For a step-by-step guide to the specialist notification requirement, go to [truliforhealth.com/providers](https://truliforhealth.com/providers), select [What's New](#). Here you will find the latest **Specialist Notification Quick Guide**.

### Online Training

Watch the computer-based training (CBT) to get a high-level overview of Truli. Go to Availity at [availity.com](https://www.availity.com), click **Applications** and then select **Access Truli for Health Learning and Development** to find the CBT.



<sup>2</sup>Availity is a registered trademark of Availity, LLC | Copyright 2024 Availity, LLC | All Rights Reserved  
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