



October 7, 2021

## For Truli for Health and Florida Blue Providers

### COVID-19 SPECIAL ALERTS

#### COVID-19 Update as of Aug. 25, 2021

In response to the coronavirus disease (COVID-19), we have made additional process updates which are now in place for our Commercial, Affordable Care Act (ACA), Medicare Advantage, Federal Employee Program® (FEP) and Truli for Health lines of business. We will keep you informed as information changes. **Note: For easy reference, new updates are noted in red throughout the communication.** [Learn more>>](#)

#### COVID-19 Provider Billing Guidelines

To ensure proper, timely reimbursement, please submit claims using the provider billing guidelines in the link below. Please check these guidelines regularly as they will be updated as needed. [Click here](#) and select **COVID-19 Provider Billing Guidelines**.

### ADMINISTRATIVE NEWS

#### Quality Performance Now Available in ProviderVista

ProviderVista is Florida Blue's commercial practice management portal. With an upcoming release, ProviderVista will offer reporting for providers to understand their quality performance. [Learn more>>](#)

#### Here Is a Reminder About Health Assessments for Our Members

We are reaching out to your high-risk Florida Blue Commercial PPO and HMO patients to offer them comprehensive health assessments at no additional cost. These assessments are designed to complement the care you already provide your patients. We are working with PopHealthCare, LLC, to have nurse practitioners conduct these screenings. [Learn more>>](#)

### SELF-SERVICE TOOLS

#### Availity's E&B Tool to Display Member ID Cards

It is easier for you to access the member's health insurance ID card electronically. The Availity® portal now displays the front of member ID cards for most Florida Blue, TruLi for Health and Florida Blue Medicare plans. This new Availity Eligibility & Benefits (E&B) feature is being introduced in phases now through early 2022. [Learn more>>](#)

## UTILIZATION MANAGEMENT AND OTHER PROGRAMS

### **Important Update for Cardiology and Radiation Oncology UM Programs**

We recently let you know we are making changes to our Commercial Cardiology and Radiation Oncology Utilization Management (UM) programs effective Nov. 1, 2021. To better serve our members, from **Nov. 1, 2021 through Dec. 31, 2021**, we will implement an interim process to ensure continuity of care is not affected and claims process correctly. [Learn more>>](#)

## For Florida Blue Providers Only

### VALUE-BASED CARE

#### **Learn How Cotiviti Analytics Can Help Your Practice Provide Value-Based Care**

Moving to value-based care from a fee-for-service model may present challenges. That is why we are offering Cotiviti Network Intelligence reports to our Medicare value-based primary care physicians as a means of support. You can learn about the advantages of receiving Cotiviti reports by viewing a training video available in the Availity Learning Center. [Learn more>>](#)

Availity LLC is a multi-payer joint venture company. To register or for more information, visit [availity.com](http://availity.com).