

Bluemail



January 8, 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

Important Policy Update: Requests for Peer-to-Peer Reviews

As part of ongoing efforts to optimize our authorizations review process and ensure compliance with the National Committee for Quality Assurance Utilization Management standards, we are implementing a change to our Peer-to-Peer (P2P) review policy. Effective January 1, 2026, all requests for P2P reviews must be submitted by our members' treating or attending physician. [Learn more>>](#)

Reminders About Authorization Inquiries for Other Blue Cross Blue Shield Plans

We are reminding you of the proper procedures for handling authorizations for members outside of the Florida Blue or Truli for Health plans. Follow these guidelines to ensure a more efficient review process for all members. [Learn more>>](#)

PHARMACY

Commercial Specialty Pharmacy Network Changes, Effective January 2026

As of January 1, 2026, we have expanded our specialty pharmacy network with the Advocate+ Pharmacy Match program through Free Market Health. This program efficiently matches our Florida Blue commercial and Truli for Health members with options for in-network specialty pharmacies based on several factors including access and lower out-of-pocket costs for your patients. [Learn more>>](#)

Pharmacy Updates to Commercially Insured Medical Coverage Guidelines Now Available

Each month and quarter, our Medical Coverage Guidelines (MCG) for the commercially insured are updated and published at FloridaBlue.com under *Medical and Pharmacy Policies and Guidelines*, *What's New*. The updates from January 1 include, but are not limited to, a new **Wayrilz** MCG for the treatment of chronic immune thrombocytopenia purpura (ITP) for patients with an insufficient response to prior treatment. There is also a new **Brinsupri** MCG for the treatment of non-cystic fibrosis bronchiectasis in adult and pediatric patients 12 years of age and older. Many other MCG updates are listed. [Learn more>>](#)

PROVIDER SELF-SERVICE TOOLS

Update: Important Notes About the Availity Essentials Authorization/Referral Dashboard

We are sharing important information about the Availity Essentials Authorization/Referral Dashboard you may find helpful to effectively navigate this tool and prevent error messages. Please review these steps carefully to manage any errors you may encounter when using the dashboard application, including locating an existing authorization and changes to the date of service. [Learn more>>](#)

For Florida Blue Providers Only

BILLING AND CODING

Coordination of Benefits Update for Auto Accident Claims

We have updated our guidelines for the coordination of benefits for Florida Blue member claims related to auto accidents. Understanding and adhering to these guidelines is essential to help you avoid claim denials and unnecessary delays. [Learn more>>](#)

FEDERAL EMPLOYEE PROGRAM

CAHPS Survey: Enhancing Patients' Experience in Your Practice

Soon, a random sample of Florida Blue Federal Employee Program members will receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to evaluate their experiences with care received from your practice. You can make a difference and improve your survey results. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Support a Stronger Recovery with Timely Behavioral Health Follow-Up

Prioritizing follow-up care for Florida Blue members hospitalized or treated in the emergency department for mental illness, self-harm, or substance use is crucial to their well-being and recovery. We are sharing best practices and resources to help you prioritize mental health and substance use follow-up care. [Learn more>>](#)

For Truli for Health Providers Only

BILLING AND CODING

Coordination of Benefits Update for Auto Accident Claims

We are sharing important guidelines for the coordination of benefits for Truli for Health member claims related to auto accidents. Understanding and adhering to these guidelines is essential to help you avoid claim denials and unnecessary delays. [Learn more>>](#)