



January 17, 2025

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

BILLING AND CODING

Payment Policy Update for Telemedicine E&M Services, Effective February 15, 2025

Based on recent changes to the Current Procedural Terminology (CPT) code set, we are updating our policy for Telemedicine Evaluation and Management (E&M) Services, effective February 15, 2025, for Florida Blue commercial and Medicare Advantage plans. Several new telemedicine codes have been added for commercial plans. Additionally, a new CPT code for virtual check-in applies to commercial and Medicare Advantage plans. [Learn more>>](#)

For Florida Blue and Truli for Health Providers

PHARMACY

GLP-1 Prior Authorization Requirement for Commercial Plans, Effective April 1, 2025

We are sharing important reminders and updates regarding the prior authorization process, policies, and medical criteria specific to Glucagon-like Peptide 1 (GLP-1) medications. Effective April 1, 2025, members with a Florida Blue commercial plan, including Truli for Health, currently on a prescribed GLP-1 therapy will be required to have a prior authorization on file. [Learn more>>](#)

SELF-SERVICE TOOLS

Change to Single Code Submissions for Availity Essentials Referral Request Tool

To help improve the referral process, we implemented a change in Availity Essentials to how you enter E&M CPT codes within the Referral Request tool for Florida Blue and Truli for Health. Effective December 14, 2024, referrals can only be submitted with a single E&M CPT code. [Learn more>>](#)