



October 31, 2024

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

### NATURAL DISASTERS / HURRICANES

#### **Notice to Providers About the End of Relaxations Related to Hurricane Milton**

Due to Hurricane Milton's impact on Florida, we temporarily relaxed prior authorizations (excluding pharmacy) and referral requirements for members in affected counties. We also allowed access to out-of-network benefits at the in-network benefit level for Medicare Advantage members impacted by the storm. Please review this important notice regarding the return to standard business requirements and processes, ending the relaxation period. [Learn more>>](#)

### ADMINISTRATIVE NEWS

#### **Please Direct Members to Quest Diagnostics for Lab Services**

Remember to direct Florida Blue members to Quest Diagnostics, our in-network provider for lab services. Quest Diagnostics and its subsidiaries, AmeriPath and DermPath Diagnostics, are the preferred laboratory providers for most Florida Blue plans. [Learn more>>](#)

#### **Under 65 Open Enrollment Starts on November 1 for Individuals and Families**

The 2025 Open Enrollment Period for under 65 health coverage is from November 1 through January 15. There are several ways your patients can get assistance on choosing the right plan for their budget and health care needs. [Learn more>>](#)

#### **Your Timely Response for Members' Medical Records is Essential**

We are requesting medical records for members covered by an Affordable Care Act (ACA) health plan. This activity allows us to validate chart documentation properly reflects the clinical conditions of our members. This, in turn, ensures the encounter data we share with the Department of Health and Human Services for the ACA premium stabilization program is accurate. [Learn more>>](#)

### PUBLIC HEALTH

#### **Remind Your Patients to Get Their Flu Shot**

Flu season is here, and we have several member and community outreach initiatives underway to help reduce the number of office visits, emergency room visits, and hospitalizations due to influenza (flu). We appreciate your efforts to remind patients about the importance of getting the flu vaccine to help our communities stay healthy and safe. [Learn more>>](#)

## QUALITY / HEDIS / CAHPS

### **HEDIS Minimum Documentation Guide for Measurement Year 2024**

Complete claims data, showing the full picture of care or service provided to your patients, requires key indicators for certain Healthcare Effectiveness Data and Information Set (HEDIS) measures. This guide focuses on documentation that meets the hybrid specifications for 2024 measures.

[Learn more>>](#)

## SELF-SERVICE TOOLS

### **Provider Portal Delivers Directly to Your *Communications Center* Inbox**

Florida Blue's Provider Portal offers many capabilities essential for managing your patients' health care and rosters. Among the portal's many features are several tools for accessing news and information. The portal offers you an incoming communications feature (or "inbox") called Communications Center. Here you can find relevant information delivered directly to you.

[Learn more>>](#)

### **Reminder About New Prior Authorizations User Experience in Availity Essentials With Additional Enhancements**

Availity Essentials recently launched a more streamlined Florida Blue and Truli for Health prior authorizations process. We are reminding you about features of the new user interface and attachment capabilities, as well as sharing other added enhancements. [Learn more>>](#)

## For Florida Blue Providers

## HEALTH CARE PLANS - MEDICARE ADVANTAGE

### **New BlueMedicare PPO Policy for Diabetes Glucose Monitors and Supplies**

On January 1, 2025, a new policy will change how members in **BlueMedicare PPO** Medicare Advantage health plans obtain their diabetes glucose monitors, associated supplies, and insulin administered by pump. These products are still covered under the medical (Durable Medical Equipment) benefit but will be distributed by in-network retail and home delivery pharmacies.

[Learn more>>](#)

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