



December 16, 2021

For Truli for Health and Florida Blue Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of October 21, 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

Florida Blue Provider Web Pages Have A New Look

We have made improvements to our provider web pages. The enhancements will make it easier to find online resources that are most important to you. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Updated HEDIS PQA Tip Sheets Now Available

We have updated the below Healthcare Effectiveness Data and Information Set (HEDIS®) measure tip sheets to help you close your patients' care gaps. You can also find these and other tips sheets [here](#).

- [Antidepressant Medication Management \(AMM\)](#)
- [Asthma Medication Ratio \(AMR\)](#)
- [Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis \(AAB\)](#)
- [Breast Cancer Screening \(BCS\)](#)
- [Care for Older Adults \(COA\)](#)
- [Cervical Cancer Screening \(CCS\)](#)
- [Colorectal Cancer Screening \(COL\)](#)

HMO coverage is offered by Truli for Health and Florida Blue HMO, affiliates of Florida Blue. Health insurance is offered by Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.

- [Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence \(FUA\)](#)
- [Follow Up After Emergency Department Visit for Mental Illness \(FUM\)](#)
- [Osteoporosis Management in Women \(OMW\)](#)
- [Statin Use in Patient with Cardiovascular Disease \(SPC\)](#)
- [Well-Child Visit \(W30\)](#)

SELF-SERVICE TOOLS

Verifying or Updating Your Provider Directory Profile Information Is Important

Keeping your profile information up to date helps our members find you when they search our directories for in-network providers. Please be sure to update or confirm information is accurate for all providers and/or health care facilities in your practice by **December 31, 2021**. The process is secure, quick and easy. Effective January 1, 2022, federal legislation will require all providers and health care facilities to verify and update their profile information each calendar quarter in order to remain listed in online provider directories. [Learn more>>](#)

For Florida Blue Providers Only

HEALTH CARE PLANS (MEDICARE ADVANTAGE)

Prior Authorization Updates in the Provider Manual

Medicare **no longer requires** a prior authorization for certain procedures listed in the Standing Authorization section of the provider manual. [Learn more>>](#)

MEMBER TOOLS AND RESOURCES

Healthy Food Benefit Available for Medicare/Medicaid Dual-Eligible Members with a Qualifying Condition

Starting in January 2022, members enrolled in Florida Blue Medicare's Medicare/Medicaid dual-eligible special needs plan (DSNP), BlueMedicareSM Complete (HMO-DSNP), may have access to a new healthy food benefit if they meet the specified criteria. [Learn more>>](#)

SELF-SERVICE TOOLS

2021 ProviderVista Enhancements to Further Help You Manage Population Health

As a reminder, ProviderVista is available for you to manage your non-Medicare population health with Florida Blue. Throughout 2021, the ProviderVista platform was enhanced with many new valuable capabilities to offer providers the best experience. [Learn more>>](#)

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

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