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# Bluemail



April 9, 2021

## For Florida Blue and Truli for Health Providers

### COVID-19 SPECIAL ALERTS

#### COVID-19 Update as of March 12, 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

#### Referring Patients to Specialists Is About to Get Easier

The Enhanced Referral Tool offers an efficient way to connect your patients with a specialist. With the updates planned for later this year, the process will get even easier. To learn more about using this tool in Availity®<sup>1</sup>, check out the updated bulletin. [Learn more>>](#)

## CARE MANAGEMENT

### Care Managers Help Patients Navigate Difficult Times

It can be difficult managing the complete care of a patient - especially when that care is not necessarily something you can provide. Many of your patients who have been diagnosed with COVID-19 suffer from the loneliness and isolation that comes with being hospitalized and away from friends and family. That is where Florida Blue's care teams can really make a difference. [Learn more>>](#)

## For Florida Blue Providers Only

### UTILIZATION MANAGEMENT AND OTHER PROGRAMS

#### Attn: Primary Care Physicians

#### Florida Blue Medicare Oncology and Hematology Pathway Solutions

A letter from Shawn Trotter-Mitchell sharing information about this new oncology/hematology prior authorization program for all Florida Blue Medicare Advantage members is available to PCPs. [Learn more>>](#)

<sup>1</sup>Availity LLC is a multi-payer joint venture company. To register or for more information, visit [availity.com](http://availity.com).