



December 14, 2023

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](https://www.floridablue.com) > for providers > news > bulletins-and-faqs.

Editor's Note: Watch for the next issue of *Bluemail* slated for January 11, 2024.

Season's Greetings!

We are grateful for your ongoing support and dedication to our members. Through your engagement, we can help people and communities achieve better health. We wish you a very special holiday and new year complete with joy, prosperity, tranquility, and good health.

Warmest regards,

Florida Blue

For Truli for Health and Florida Blue Providers

ADMINISTRATIVE NEWS

OPD Link Change and Reminder About Provider Ratings and Reviews

We recently released an enhanced version of our online provider directory (OPD) on the Florida Blue website and the directory URL changed. It is important to visit the new OPD and update your browsing bookmarks to ensure seamless access to the current directory and most up-to-date provider and plan information. We are also reminding providers OPD ratings and a review feature are available to members using the BlueCard network. [Learn more>>](#)

Keep Your Profile Information Current to Stay Listed in Our Provider Directory

Federal legislation requires all providers, health care facilities, and suppliers verify and update their profile information each quarter to remain listed in our online provider directory. [Learn more>>](#)

PHARMACY

Winn Dixie Pharmacy Closure Impacting Commercial and Medicare Plans, Effective November 30, 2023

Aldi has purchased Winn Dixie and Harveys grocery chains. As a result, Winn Dixie and Harveys transferred their pharmacy operations to Walgreens and CVS locations throughout the Southeast, effective **November 30, 2023**. Florida Blue commercial and Medicare members, including Truli for Health members, will no longer be able to get their prescriptions at Winn Dixie pharmacies. For some Florida Blue **commercial plans**, the transfer of Winn Dixie prescriptions to CVS will be an issue since CVS is not a participating pharmacy. We are taking steps to circumvent service interruption for members.

[Learn more>>](#)

Best Practices for Submitting Pharmacy Prior Authorization Requests

For the new year, we encourage you to submit your Florida Blue commercial and Medicare patients' pharmacy prior authorization requests early. Requests should be submitted through the [CoverMyMeds](#) electronic prior authorization service managed by Prime Therapeutics, our pharmacy benefit manager. We are sharing best practices for sending pharmacy prior authorization requests to help improve your experience. [Learn more>>](#)

What You Need to Know About Coverage for GLP-1 Drugs

We are sharing important information about the Glucagon-like Peptide 1 (GLP-1) drug class. It is vital to understand our policies and medical criteria to prevent unnecessary prior authorization requests. [Learn more>>](#)

Commercial and Other Pharmacy Program Updates, Effective January 1, 2024

The latest changes to our pharmacy programs, effective **January 1**, are now available. These changes affect our preferred drug lists and medication guides, including prior authorization requirements, the Responsible Quantity Program, Responsible Steps, and the Pharmacy Coverage Exclusions List. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

HEDIS Minimum Documentation Guide for Measurement Year 2023

Key indicators for select Healthcare Effectiveness Data and Information Set (HEDIS) measures require additional information from the medical chart to complement claims data for a full picture of the care or services provided. This guide is focused on documentation that meets the hybrid specifications for 2023 measures. [Learn more>>](#)

HEDIS Deadlines for Measurement Year 2023

As the Measurement Year 2023 ends and you work on closing care gaps for your patients, our members, we want to share some key dates with you. These dates will impact documentation timelines to show your patients' 2023 HEDIS care gaps as closed. [Learn more>>](#)

Coding Newsletter Highlights ICD-10-CM Updates for Angina

Angina pectoris, or angina, is chest pain or discomfort caused when the heart muscle does not receive enough blood. Approximately 1 million people in the United States suffer from angina. The December coding newsletter offers best practices to adopt when coding for angina. [Learn more>>](#)

2023 Medical Record Review Results Now Available

Each year, we conduct a review of primary care practices' medical records. This initiative is intended to help improve record-keeping practices to foster patient safety and improve continuity, coordination, and transition of care. The latest results are based on population samples from Health Options, Inc., Truli for Health, and Florida Blue Medicare Advantage HMO plans. [Learn more>>](#)

SELF-SERVICE TOOLS

Attention Passport Users

Passport Is Retiring and Its Tools Will Be Available in Provider Portal

On **February 19, 2024**, the Passport application system in Availity will be retired and its tools made available for use in our Provider Portal. This date was previously planned for January 15 but has been postponed to February 19. If you do not currently use our Provider Portal, you must request access. [Learn more>>](#)

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

CMS Diagnosis Coding Updates Vital to RADV Audit Program

The Centers for Medicare and Medicaid Services (CMS) performs annual Risk Adjustment Data Validation (RADV) audits of health plans like Florida Blue. The audit focuses on the documentation of a patient's chronic condition(s) within the medical record. Learn how CMS' latest updates may impact you, your staff, and/or coders. [Learn more>>](#)

COMPLIANCE

D-SNP Model of Care: Medicare Advantage HMO Provider Group Training Is Due

Health care providers and staff who deliver care to Dual Eligible Special Needs Plan (D-SNP) members and are contracted by managed care organizations, such as Florida Blue Medicare, are required by CMS to receive basic training on the D-SNP Model of Care. Although we asked you to complete the training by the end of October, it is not too late for your provider group to complete this course and submit the required attestation to remain compliant. [Learn more>>](#)

FEDERAL EMPLOYEE PROGRAM

New Member ID Cards for Federal Employee Program Blue Focus

The Blue Cross and Blue Shield Federal Employee Plan (FEP) has updated member ID cards to reflect new out-of-pocket maximums for FEP Blue Focus members in benefit year 2024. New ID cards have been mailed to enrollees, FEP Blue Focus members, and those enrolled in the new FEP Medicare Prescription Drug Program. [Learn more>>](#)

HEALTH CARE PLANS (MEDICARE ADVANTAGE)

Modivcare Is the New Transportation Vendor for Medicare Advantage D-SNP Members

In 2024, Modivcare will be available to provide transportation for Florida Blue Medicare Advantage D-SNP members through a ride-scheduling service. This is specifically for D-SNP members who get unlimited, one-way, non-emergency medical transportation to approved locations as part of their benefits. [Learn more>>](#)

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.