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Bluemail



January 28, 2021

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of Jan. 22, 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

We Know You Are Looking for 2021 Fee Schedules

We are waiting for the Centers for Medicare & Medicaid Services to send us the new codes for 2021. Once that happens, we will validate the data and begin to release the fee schedules for the first quarter. There is generally a delay each year. [Learn more>>](#)

CARE MANAGEMENT

Care Program Now Includes Integrated Care Delivery

Our Advance Care Planning program for commercial members with serious illnesses has expanded to include integrated care delivery as well as support for caregivers and families. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Coding Newsletter Focuses on Diabetes Mellitus

Our February issue of Closing Gaps and Meeting Metrics highlights coding tips for diabetes mellitus, including documentation requirements.

[Learn more>>](#)

Updated HEDIS Tip Sheet Now Available

We have updated this Healthcare Effectiveness Data and Information Set (HEDIS®¹) measure tip sheet to help you close your patients' care gaps:

[Alcohol/Drug Abuse/Dependence: Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence \(FUA\)](#)

PHARMACY

Reminder: New Processes for Specialty and Home-Delivery Prescriptions Began Jan. 1

We began using new pharmacies for specialty and home-delivery services Jan. 1. Specialty medications continue to be supplied by our current specialty pharmacy, **CVS Specialty/Caremark**, as well as our new specialty provider, **Accredo**. Our commercial members can use either of these pharmacies for new specialty drug prescriptions covered under their **pharmacy benefit**. CVS Specialty/Caremark is the exclusive pharmacy for drugs covered under a commercial **member's medical benefit**.

(Although CVS Specialty recently discontinued dispensing Botox, Florida Blue received an exemption. Please continue requesting Botox for Florida Blue members from CVS Specialty.) [Learn more>>](#)

For Florida Blue Providers Only

VALUE-BASED CARE

Provider Link Medicare Advantage Patient Platform Enhancements at a Glance

As we look to 2021 with great optimism, we thought it would be helpful to remind you of the major enhancements made to Provider Link™ in 2020.

These upgrades were initiated to help you more easily manage your Medicare Advantage patients in 2021. [Learn more>>](#)

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