



December 18, 2025

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

For Florida Blue and Truli for Health Providers

SEASON'S GREETINGS

As we celebrate the holiday season, we want to **thank you** for providing exceptional care to our members, their families, and the communities we serve. We know your dedication and compassion are at the heart of everything you do, and we are truly honored to have you as part of our provider network, delivering quality health care to our members.

May this special time of year bring you peace, happiness, and time to recharge. Wishing you a healthy and happy new year!

With warmest regards,

Florida Blue

Editor's Note: Distribution of Bluemail will resume in 2026. Watch for our next issue slated for January 8, 2026.

COMPLIANCE

Important Reminders About Patient Data Requests

All requests for member information must comply with requirements of the Health Insurance Portability and Accountability Act (HIPAA). This includes submitting Health Care Eligibility and Benefits (270) and Claim Status (276) inquiry transactions only when necessary. Please review and follow these guidelines to ensure compliance with this HIPAA mandate. [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.

PHARMACY

Commercial and Other Pharmacy Program Updates, Effective in January

The latest changes to our pharmacy programs become effective January 1, 2026. 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>>](#)

Pharmacy Updates to Commercially Insured Medical Coverage Guidelines Now Available

Each month and quarter, our Medical Coverage Guidelines (MCG) for the commercially insured are updated and published at FloridaBlue.com under *Medical and Pharmacy Policies and Guidelines, What's New*. The December 15, 2025 updates include, but are not limited to, a revision to the **Rituxumab products** MCG to add Truxima as co-preferred with Ruxience and Riabni. This change also shows the addition of Bıldıys and Bilprevda as co-preferred agents with Jubbonti, Stoboclo, Wyost, and Osenvelt in the **Denosumab products** MCG. Many other MCG updates are listed. [Learn more>>](#)

Reminder: Commercial Specialty Pharmacy Network Changes Coming January

We are expanding our specialty network with the Advocate+ Pharmacy Match program through Free Market Health to better serve our members and help lower their costs. Effective January 1, 2026, there will be changes to how you send specialty pharmacy prescriptions for Florida Blue and Truli for Health members with commercial plans. [Learn more>>](#)

PROVIDER SELF-SERVICE TOOLS

Important Notes on Using Authorization/Referral Dashboard in Availity Essentials

The Authorization/Referral Dashboard application in Availity Essentials is an important tool for providers to access details about existing authorizations and referrals. If you are unable to find an authorization in the dashboard or receive an error when checking the status in Availity, be sure to follow some key steps.

[Learn more>>](#)

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

Important Policy Update: Telemedicine E&M Services

Effective January 1, 2026, we will implement changes for Evaluation and Management (E&M) telemedicine services. There are CPT codes that will no longer be accepted. [Learn more>>](#)

Update: BlueVirtualCare, a Supplemental Virtual Care Option for Eligible Members

Starting January 1, 2026, BlueVirtualCare will be available to eligible Florida Blue members. BlueVirtualCare, a telemedicine service provided by American Well Corporation (Amwell), is a supplemental virtual health option that provides access to virtual care for general medicine, dermatology, and behavioral health care. [Learn more>>](#)

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HEALTH CARE PLANS - MEDICARE ADVANTAGE

Updates to Medicare Advantage Part B Step Therapy Coming in January

Effective January 1, 2026, several categories for Florida Blue Medicare's Part B Step Therapy program will be revised for BlueMedicare plans. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Improving Quality of Care for Substance Use Disorder

Understanding key Healthcare Effectiveness Data and Information Set measures, including Initiation and Engagement of Substance Use Disorder Treatment (IET), is important to ensuring successful health outcomes for your patients. Review details about the IET measure and how you can access timely information through the GuideWell Provider Portal. Lucet, Florida Blue's behavioral health benefits manager, offers assistance and resources for substance use disorder. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Reminder About Authorization Process Change for Sleep Study Program

Effective December 29, 2025, prior authorizations for the Sleep Study program for all commercial and Medicare Advantage members is moving from CareCentrix to Availity AuthAI, a health care automation platform. [Learn more>>](#)

Reminders About CareCentrix Authorization Inquiries

To ensure efficiency of the review process, we are sharing important reminders about authorization requests and inquiries related to CareCentrix. For Durable Medical Equipment and Home Health/Home Infusion for members, continue to contact CareCentrix directly to create an authorization or inquire about status. [Learn more>>](#)

Notice of Change to Physician-Administered Drug Program

Effective March 1, 2026, we are expanding select Florida Blue commercial health plans' Physician-Administered Drug Program (PADP) managed by Prime Therapeutics Management ("Prime") Medical Pharmacy Solutions (MPS). As part of this change, we will require preservice reviews for certain drugs prior to administration in the office, home, outpatient hospital, ambulatory surgical center, public health clinic, and rural health clinic settings. [Learn more>>](#)

For Truli for Health Providers Only

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Notice of Change to Physician-Administered Drug Program

Effective March 1, 2026, we are expanding the Truli for Health PADP managed by Prime MPS. As part of this change, we will require preservice reviews for certain drugs prior to administration in the office, home, outpatient hospital, ambulatory surgical center, public health clinic, and rural health clinic settings. [Learn more>>](#)

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