



May 29, 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

NATURAL DISASTERS/HURRICANES

Important Reminders and Guidelines: Hurricane Season Starts June 1

Natural disasters and other emergencies are unpredictable; however, we can be prepared and understand how to complete required transactions in the event of a disaster. Please remember to accept member ID cards from Florida Blue and Truli for Health members. We are providing some important guidelines to follow during these types of events. [Learn more>>](#)

PROVIDER SELF-SERVICE TOOLS

Authorizations Entry Option Replaces Manual Entry of Provider Information

On March 15, 2025, the Availity Essentials manual provider entry field in the Authorizations tool was upgraded for easier use and greater efficiencies. In the authorization workflow, instead of manually typing in the search field, you will now use the Find a Provider feature and select the correct choice. [Learn more>>](#)

For Florida Blue Providers Only

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Utilization Management Call Center Changes

Our Utilization Management Call Center has implemented some changes for Medicare and commercial lines of business, including Federal Employee Program and State account plans. The hours of operation have changed, and in-network providers must use the Availity Essentials self-service tools to request authorizations and obtain status. Lab providers are required to obtain authorization assistance from the ordering provider. [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.