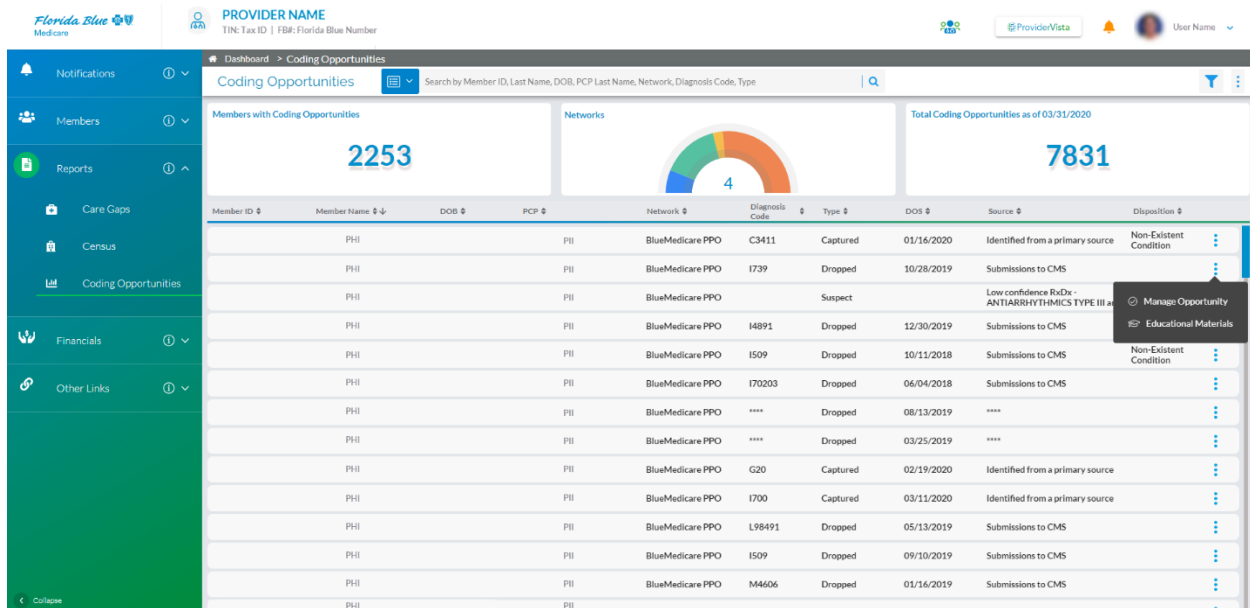


Provider Link™ Update: Coding Opportunities Workflow and Care Events Calendar for Your Medicare Advantage Patients

The newest release of Provider Link (the official name of the Florida Blue Medicare platform where you manage your Florida Blue Medicare Advantage patients) consists of two new enhancements which are outlined below.

Enhancement: Coding Opportunities Workflow

The **Manage Opportunity** option has been added to the Coding Opportunities page. This allows providers to disposition coding gaps and upload related supplemental data. Dispositioning is a way to categorize coding gaps to better manage them. As a provider, you can see what coding opportunities you have addressed and how you might close them when a claim is submitted.

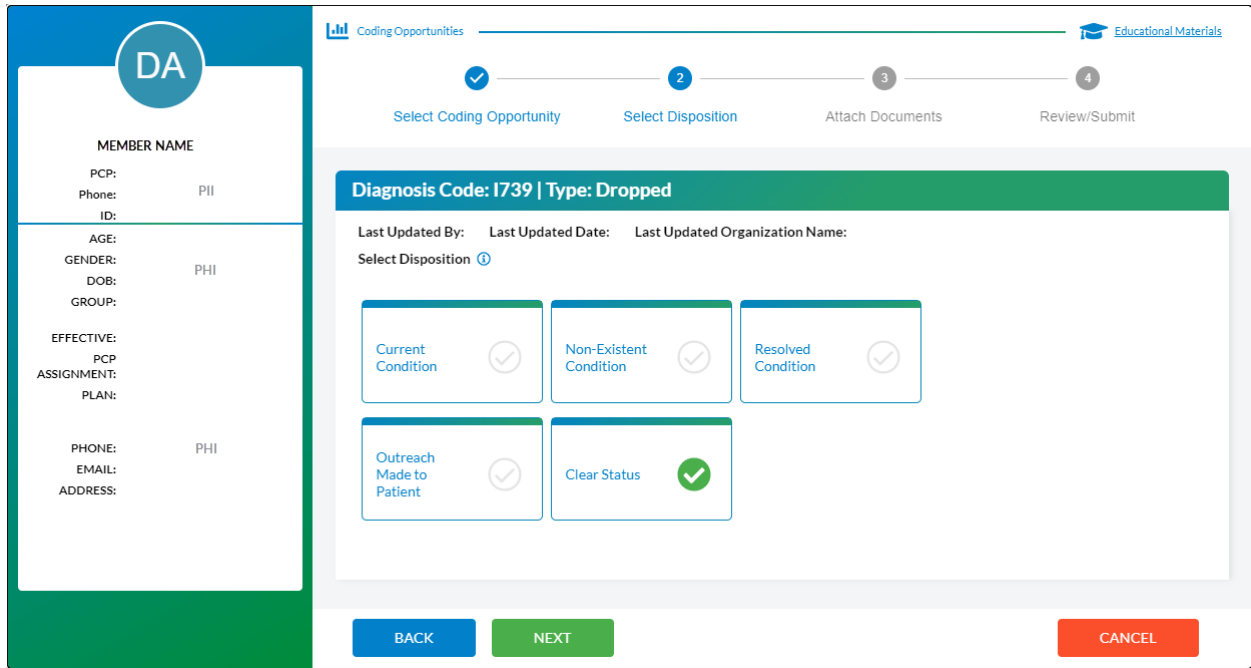


| Member ID | Member Name | DOB | PCP | Network | Diagnosis Code | Type | DOS | Source | Disposition |
|-----------|-------------|-----|-----|------------------|----------------|----------|------------|---|------------------------|
| PHI | PHI | | PHI | BlueMedicare PPO | C3411 | Captured | 01/16/2020 | Identified from a primary source | Non-Existent Condition |
| PHI | PHI | | PHI | BlueMedicare PPO | I739 | Dropped | 10/28/2019 | Submissions to CMS | |
| PHI | PHI | | PHI | BlueMedicare PPO | | Suspect | | Low confidence ICDx: ANTIARRHYTHMICS TYPE III | Manage Opportunity |
| PHI | PHI | | PHI | BlueMedicare PPO | I4891 | Dropped | 12/30/2019 | Submissions to CMS | |
| PHI | PHI | | PHI | BlueMedicare PPO | I509 | Dropped | 10/11/2018 | Submissions to CMS | Non-Existent Condition |
| PHI | PHI | | PHI | BlueMedicare PPO | I70203 | Dropped | 06/04/2018 | Submissions to CMS | |
| PHI | PHI | | PHI | BlueMedicare PPO | **** | Dropped | 08/13/2019 | **** | |
| PHI | PHI | | PHI | BlueMedicare PPO | **** | Dropped | 03/25/2019 | **** | |
| PHI | PHI | | PHI | BlueMedicare PPO | G20 | Captured | 02/19/2020 | Identified from a primary source | |
| PHI | PHI | | PHI | BlueMedicare PPO | I700 | Captured | 03/11/2020 | Identified from a primary source | |
| PHI | PHI | | PHI | BlueMedicare PPO | L98491 | Dropped | 05/13/2019 | Submissions to CMS | |
| PHI | PHI | | PHI | BlueMedicare PPO | I509 | Dropped | 09/10/2019 | Submissions to CMS | |
| PHI | PHI | | PHI | BlueMedicare PPO | M4606 | Dropped | 01/16/2019 | Submissions to CMS | |

Coding Opportunities Manage Opportunity Option

One of five dispositions may be applied to a particular care gap (in the wizard shown below) - Current Condition, Non-Existent Condition, Resolved Condition, Outreach Made to Patient and Clear Status:

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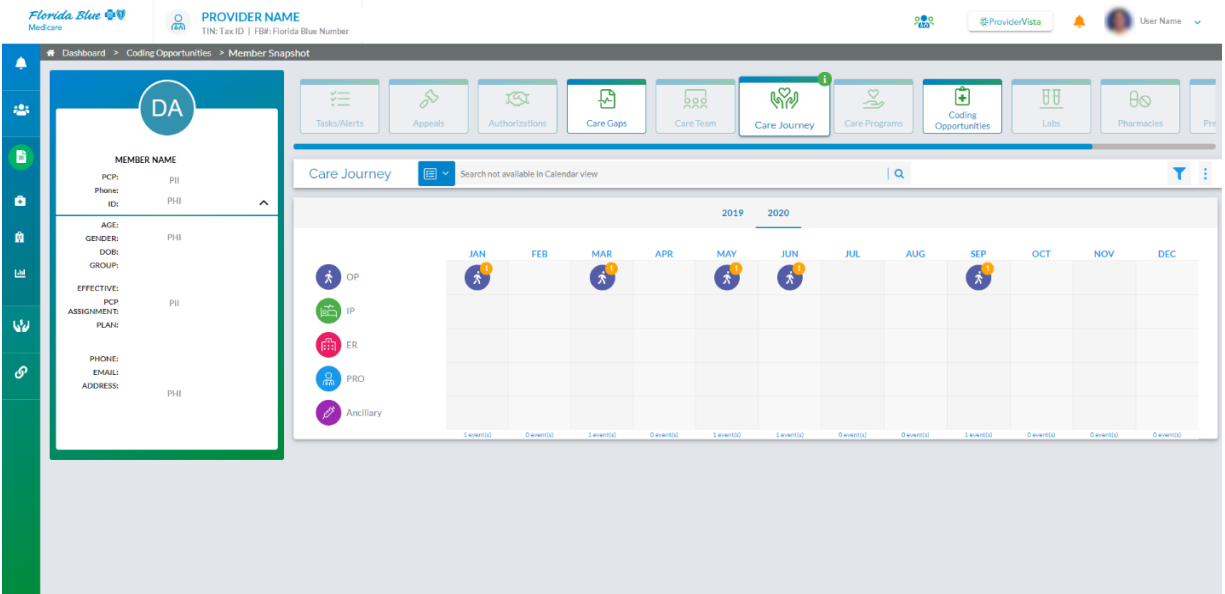


Coding Opportunities Wizard, Tab 2

Any dispositions added to a care gap record will also be displayed when coding opportunities are exported to either an Excel or PDF document.

Enhancement: Care Journey Calendar View

This improvement includes an optional calendar view of Care Journey events in the Member Snapshot (shown below). This shows the number of events by type for a patient in each month of the selected year:



Care Journey Calendar View

Clicking on one of the event icons will bring up a window containing the event details:
104854-0121

OP Events in May 2020 ×

| OP
05/27/2020
N/A

| Claim # | Authorization # | Facility/Provider | Place of Service | Sources |
|---------|-----------------|-------------------|------------------|---------|
| | 20052782596 | Peterson, John | Office | JIVA |

Diagnoses

C34.11
MALIGNANT
NEOPLASM
OF UPR
LOBE, RT
BRONCHUS
OR LUNG

Care Journey Event Detail Pane

How to Access Provider Link

Provider Link is in the Florida Blue Payer Space on availity.com. Your practice administrator for Availity®¹ can grant access to the tool by checking the Provider Link box in the user profile. Once access is granted by the Availity administrator, sign in to Availity with your existing username and password to get started.

The Provider Link User Guide is available for your reference in the Florida Blue Learning Center. You can access it through Payer Spaces on availity.com or through the Florida Blue Learning Center direct link, <https://floridablue.learnupon.com>.

If you are not currently registered with Availity, follow the instructions to register at availity.com. You will need to define your users' roles in addition to your own role. For questions about registering, call 800-282-4548.



¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com.