



December 4, 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://floridablue.com/providers/news/bulletins-and-faqs).

For Florida Blue and Truli for Health Providers

PHARMACY

Reminder: Commercial Specialty Pharmacy Network Changes Coming January 2026

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. Beginning 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>>](#)

QUALITY / HEDIS / CAHPS

2025 Medical Record Review Results Now Available

Each year, we conduct a review of primary care practices' medical records, formally known as the Documentation of Care Medical Record Review program. This initiative is intended to help improve record-keeping practices to foster patient safety and improve continuity, coordination, and transition of care. The 2025 results are now available. [Learn more>>](#)

For Florida Blue Providers Only

QUALITY / HEDIS / CAHPS

End-of-Year HEDIS Deadlines

As the Healthcare Effectiveness Data and Information Set (HEDIS) Measurement Year 2025 ends, we would like to bring to your attention key dates that will impact your ability to document and close care gaps for our members, your patients. [Learn more>>](#)

Influenza Vaccination for Infants: HEDIS Best Practices

As part of our commitment to improve health outcomes for your patients, we are highlighting the importance of the influenza vaccination in infants, as supported by the HEDIS guidelines.

[Learn more>>](#)

Supporting an Enhanced Experience for Your Patients

The Consumer Assessment of Healthcare Providers and Systems survey and the Health Outcomes Survey are sent annually to a random sample of Medicare Advantage patients. The surveys measure a patient's well-being and their perception of their physician, health care plan, and services received. The survey results are critical to us and count toward a part of eligible providers' Florida Blue Medicare Advantage Provider Quality Bonus. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Reminder: 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>>](#)