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Bluemail



March 12, 2021

For Florida Blue and Truli for Health Providers

COVID-19 SPECIAL ALERTS

COVID-19 Update as of March 12, 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**.

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

Delivery Options for Risk Adjustment Medical Records

Medical record retrieval is an important task, necessary to meet compliance requirements. We provide several options for submitting

medical records that can minimize impacts to your staff and save you time and money. [Learn more>>](#)

MEDICARE STARS

2021 Medicare Advantage Annual Provider Quality Bonus Program Information and More

As a reminder, details about our 2021 Medicare Advantage Provider Quality Bonus Program for primary care provider groups are now available. The bonus program is based on two different options, and qualification for each is determined by network agreement type (value-based and non-value-based). [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

***Update:* New Oncology and Hematology Prior Authorization Program for Medicare Advantage Members**

Our Oncology and Hematology Pathway Solutions Program - a new prior authorization program for all Florida Blue Medicare Advantage patients - began on Jan. 1, 2021. We shared information about the program with you in previous communications. Those communications included lists of drugs and radiation oncology service codes requiring prior authorization. Because these codes are updated periodically, we have provided information on how to access the latest lists. A new contact phone number has also been made available. [Learn more>>](#)

VALUE-BASED CARE

Provider Groups in Value-Based Agreements Are Eligible for 2021 Medicare Advantage Annual Provider Quality Bonus Program

We want to point out that primary care provider groups with Florida Blue Medicare value-based agreements also qualify for our 2021 Medicare Advantage Provider Quality Bonus Program. Details are now available. [Learn more>>](#)