

Bluemail



August 24, 2023

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

For Truli for Health and Florida Blue Providers

ADMINISTRATIVE NEWS

Florida Blue Adds New Credentials Verification Organization

To support our credentialing operations, we are expanding our partnership with Credentials Verification Organizations to offer additional streamlined credentialing solutions. Effective **August 16, 2023**, in addition to **Medversant**, you may be contacted by **Verisys** for requests related to credentialing and/or recredentialing. [Learn more>>](#)

PHARMACY

Commercially Insured Pharmacy Medical Coverage Guidelines Update Now Available

Each month and quarter, our Medical Coverage Guidelines (MCGs) for the commercially insured are updated and published at [FloridaBlue.com](https://www.floridablue.com) under *Medical and Pharmacy Policies and Guidelines, What's New*. The August 15 updates include, but are not limited to, the **Vyvgart** MCG which now includes the subcutaneously administered product, Vyvgart Hytrulo. This update also shows the **Gazyva** MCG which now includes the use for hairy cell leukemia. Many other MCG updates are also listed. [Learn more>>](#)

SELF-SERVICE TOOLS

Availity Update to Improve Processing Time for Acute Ischemic Stroke Claims

Changes to the Availity Gateway related to the Place of Service listed on acute ischemic stroke claims will take effect on September 16, 2023. These changes will help improve the efficiency and timeliness of processing those claims. [Learn more>>](#)

For Florida Blue Providers Only

BEHAVIORAL HEALTH

Behavioral Health Referral and Authorization Services Reminder for myBlue Members

We are providing behavioral health referral and authorization service reminders for myBlue members.

Lucet, formally known as New Directions Behavioral Health, is now managing these services on behalf of Florida Blue. [Learn more>>](#)

BILLING AND CODING

Clarification of Authorization and Referral Requirements for Commercial HMO Plans' Occupational, Physical, and Speech Therapy

We are highlighting the referral and authorization requirements for occupational, physical, and speech therapy (OT, PT, ST) services for our Commercial HMO plans. Plans include myBlue, SimplyBlue, and BlueCare HMO plans. [Learn more>>](#)

myBlue HMO Plan Highlights to Remember to Help Reduce Claims/Coding Errors

The myBlue HMO plan is closely managed and requires referrals and coordination of access to care by the primary care physician. To help reduce claims/coding errors, there are some unique myBlue requirements we want to emphasize. This bulletin has been republished with some recent updates. [Learn more>>](#)

PHARMACY

Medicare Advantage Part B Drug Costs Reduced Under Inflation Reduction Act

Patients with Florida Blue BlueMedicare Part B coverage will see lower out-of-pocket costs for designated medications as part of the Inflation Reduction Act. These lower costs are for certain Part B drugs that had price increases higher than the rate of inflation. [Learn more>>](#)

QUALITY - MEDICARE STARS

Supporting Patient Participation in Health Outcomes Survey

Many of your patients will receive the 2022 Medicare Health Outcomes Survey (HOS) in the mail this summer. The HOS is critical to understanding the health outcomes of your patients and directly impacts Star ratings. Engaging your patients in discussions about health conditions can positively impact responses to the HOS. [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