



June 16, 2022

## For Truli for Health and Florida Blue Providers

### NATURAL DISASTERS / HURRICANES

#### **It Is Hurricane Season. Important Guidelines to Know**

Hurricane season is June 1 through November 30. In the event of a state of emergency due to a hurricane or other natural disaster, you may not be able to follow normal business procedures. We are sharing important guidelines so you can be ready before an emergency strikes. [Learn more>>](#)

### PHARMACY

#### **New-to-Market Program for Provider-Administered Medications**

On July 1, 2022, Florida Blue and Truli for Health will introduce the New-to-Market Program for Provider-administered Medications (those billed under the medical benefit). This program identifies a subset of newly marketed provider-administered medications that are not yet covered but are being reviewed by our clinical committees. [Learn more>>](#)

### QUALITY / HEDIS / CAHPS

#### **Coding Newsletter Focuses on Telehealth**

Our June issue of "Closing Gaps and Meeting Metrics" highlights coding tips for a range of telehealth services. These include face-to-face audiovisual, audio only, patient monitoring, communications through an online patient portal, and more. [Learn more>>](#)

### SELF-SERVICE TOOLS

#### **Keep Your Profile Information Current to Stay Listed in Our Provider Directories**

Federal legislation that became effective January 1, 2022, requires **all providers, health care facilities and suppliers** to verify and update their profile information each quarter to remain listed in online provider directories. [Learn more>>](#)

# For Florida Blue Providers Only

## ADMINISTRATIVE NEWS

### **Provider Contact Center Hours of Operation Update**

Starting July 11, 2022, Florida Blue will be implementing new hours of operation for our Provider Contact Center and Customer Service areas supporting our Federal Employee Program (FEP), State Account, Medicare and BlueCard lines of business. [Learn more>>](#)

## CARE PROGRAMS

### **Medicare Advantage Care Services Available at No Extra Cost**

Florida Blue Medicare Advantage plan members have a variety of valuable resources available at no extra cost. Resources include health education, coaching and guidance from a team of health professionals. [Learn more>>](#)

## FEDERAL EMPLOYEE PROGRAM

### **Follow Up After Emergency Department Visit for Mental Illness**

Federal Employee Plan members will receive a letter this month encouraging follow-up care after an emergency department visit with an associated mental illness or intentional self-harm diagnosis. [Learn more>>](#)

## PHARMACY

### **Commercial and Other Pharmacy Program Updates Effective July 1**

The latest changes to our pharmacy programs are now available. These changes, effective July 1, 2022, affect our preferred drug lists and medication guides, including prior authorization requirements, the Responsible Quantity Program, Responsible Steps and the Pharmacy Coverage Exclusions List. [Learn more>>](#)

## SELF-SERVICE TOOLS

### **Provider Link Updates to Coding Opportunities and Care Gap Exports File**

Two new enhancements to existing features are now operative in Provider Link. [Learn more>>](#)

## UTILIZATION MANAGEMENT AND OTHER PROGRAMS

### **Changes Are Coming for Our Musculoskeletal Care Management Program**

Starting July 1, 2022, Magellan Healthcare will no longer manage our commercial Musculoskeletal Care Management program. We will manage the program along with Olive, a health care automation platform. [Learn more>>](#)

**Our Radiology Utilization Management Program Is Changing**

Starting July 1, 2022, Magellan Healthcare will no longer manage our Radiology Utilization Management program. We will manage the program along with Olive, a health care automation platform. [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.

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