

# Bluemail



January 9, 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://www.floridablue.com/for-providers/news/bulletins-and-faqs).

## For Florida Blue and Truli for Health Providers

### ADMINISTRATIVE NEWS

#### **Time to Verify Your Information to Remain in Our Provider Directories**

Federal law requires all providers, health care facilities, and suppliers to regularly verify and update their profile information with payers – even if their information has not changed. Florida Blue verifies and updates provider directories **each quarter**. If your information is not updated timely, it will be removed from our directories, as required by law. It will be added back to the provider directory once the required information is received. [Learn more>>](#)

### PHARMACY

#### **Help Your Patients Save Money at the Pharmacy With Real-Time Benefit Check**

Selecting the most appropriate and cost-effective prescription drugs for your Florida Blue commercial, Florida Blue Medicare, and Truli for Health patients is easier with the Real-Time Benefit Check tool. It connects directly with Prime Therapeutics and works through the e-prescribe function of your electronic medical record system. [Learn more>>](#)

## For Florida Blue Providers

### BILLING AND CODING

#### **Reminder of Policy Update and Coding Edit for Bilateral Procedures Professional Billing**

Our policy for the Bilateral Procedures-Professional & Institutional Billing has been updated. The method for submitting claims with the Centers for Medicare & Medicaid Services (CMS) National Physician Fee Schedule Relative Value File “bilateral” status indicators “1” or “3” has changed. This update became effective May 1, 2024. There is no change to the institutional billing of bilateral services. [Learn more>>](#)

## FEDERAL EMPLOYEE PROGRAM

### **CAHPS Survey: Enhancing Your Patients' Experience**

Each year, CMS administers the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. It is sent to a randomly selected group of your Florida Blue Federal Employee Program (FEP) patients to assess their care experiences with your office. Understanding the survey's questions can help you take proactive steps to positively impact your patients' care experiences.

[Learn more>>](#)

### **New FEP Postal Employee Member ID Cards**

Updated ID cards with new enrollment codes have been mailed to all active and retired United States Postal Service employees enrolled in the FEP plan. The ID cards will include a new dedicated customer service phone number and other relevant contact numbers. [Learn more>>](#)

## HEALTH CARE PLANS - MEDICARE ADVANTAGE

### **New BlueMedicare PPO Policy for Diabetes Glucose Monitors and Supplies**

As of January 1, 2025, a new policy changes how members in **BlueMedicare PPO** Medicare Advantage health plans obtain their diabetes glucose monitors, associated supplies, and insulin administered by pump. These products are still covered under the medical (Durable Medical Equipment) benefit but are distributed by in-network retail and home delivery pharmacies.

[Learn more>>](#)

## PHARMACY

### **Important Ophthalmic Drug (Avastin) Update for Florida Blue Medicare Advantage Plans**

Florida Blue is aware of a product discontinuation initiated by Pine Pharmaceuticals that could impact the supply of compounded bevacizumab (Avastin) for ophthalmic use. Providers have the option to obtain bevacizumab from other suppliers. [Learn more>>](#)

## QUALITY / HEDIS / CAHPS

### **Post Provider Visit Survey Program Paused, Final 2024 Report Expected in February**

The Post Provider Visit Survey program, administered by Press Ganey Associates, LLC, will be suspended. Press Ganey will send the final December 2024 report on February 6, 2025, and throughout January 2025, your Florida Blue Medicare Advantage patients will have the opportunity to provide feedback for visits. [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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