

Bluemail



May 1, 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.

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

Utilization Management Call Center Changes Starting May 5, 2025

Our Utilization Management Call Center will implement some changes for Medicare and Commercial lines of business, including Federal Employee Program and State account plans. The hours of operation will change, and in-network providers must use the Availity Essentials self-service tools to request authorizations and obtain status. [Learn more>>](#)

BILLING AND CODING

Attention Home Health Care Providers: Updates to Medicare Billing Guidelines

We have updated our Home Health Agencies section of the Provider Billing Guidelines, with changes mainly impacting home health agencies contracted directly with Florida Blue Medicare. [Learn more>>](#)

Availity Essentials Enhancement for Submitting Medicare Part D Vaccination Claims

Enhancements to Availity Essentials related to electronic submission of Medicare Part D vaccination claims will be completed by **May 2, 2025**. The changes were designed to improve claims processing efficiency and timeliness, enabling you and your trading partners to identify and resolve data issues before a claim enters the Florida Blue system. [Learn more>>](#)

For Florida Blue and Truli for Health Providers

BEHAVIORAL HEALTH

Mental Health Resources to Support Patient Care

At Florida Blue, we are committed to supporting mental health and providing resources to help you deliver high-quality care to your patients, our members. As part of Mental Health Awareness Month, observed each year in May, we want to remind you of important quality measures and tools you can use to close care gaps and help your patients. [Learn more>>](#)

PROVIDER SELF-SERVICE TOOLS

Authorizations Entry Option Replaces Manual Entry of Provider Information

On March 15, 2025, the Availity Essentials manual provider entry field in the Authorizations tool was upgraded for easier use and greater efficiencies. In the authorization workflow, instead of manually typing in the search field, you will now use the Find a Provider feature and select the correct choice. [Learn more>>](#)

New Feature Allows Clinical Record Attachments When Requesting Authorizations

As a reminder, you can now attach clinical documents to your new and existing authorizations in Availity Essentials for Florida Blue and Truli for Health members. This capability is part of the new prior authorizations process, recently introduced, with an enhanced user interface and streamlined workflow. [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.