



January 12, 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 > providers > news > bulletins-and-faqs.

For Truli for Health and Florida Blue Providers

BEHAVIORAL HEALTH

Behavioral Health in Your Practice: Web Resources Now Available

Primary care teams often address common behavioral health disorders, such as depression, anxiety, and substance abuse. By integrating medical and behavioral health services within primary care, providers are better able to meet both the mental and physical health needs of the patient. Helpful information and resources on this topic are now available on our website. [Learn more>>](#)

PHARMACY

Shortages May Continue for Ozempic Pen Injection

Intermittent drug shortages of Ozempic pen injection have been ongoing for months and may continue through 2023. If your patient cannot find Ozempic at their pharmacy, you may need to prescribe an alternative. This will require an additional Step Therapy request. [Learn more>>](#)

Updates to Commercially Insured Medical Coverage Guidelines for Pharmacy Now Available

Each month and quarter, our Medical Coverage Guidelines (MCGs) for the Commercially insured are updated and published at floridablue.com under *Medical and Pharmacy Policies and Guidelines, What's New*. The January 1 updates include, but are not limited to, the **Humira** MCG. This now includes first-line use for members with ulcerative colitis with severe disease or risk factors for disease complications. The update also shows a new MCG for **Ztalmly** for the treatment of seizures associated with Cyclin-Dependent Kinase-Like 5 (CDKL5) deficiency disorder. Many other MCG updates are listed. [Learn more>>](#)

The Opioid Crisis and Life-Saving Medication: Web Resources Now Available

As devastating consequences of the opioid epidemic continue, we are committed to responding to the crisis for the safety of our members. Several useful resources including educational tools and guidelines from trusted sources have been added to our website to assist you and your patients. [Learn more>>](#)

PUBLIC HEALTH / PANDEMICS / COMMUNITY CRISES

COVID-19 Update as of January 12, 2023

The COVID-19 federal public health emergency has been extended through April 11, 2023. We have updated the processes associated with this date extension. [Learn more>>](#)

For Florida Blue Providers Only

FEDERAL EMPLOYEE PROGRAM

CAHPS Survey: You Can Make a Difference in Your Patients' Health Care Experience

Each year, the Centers for Medicare and Medicaid Services (CMS) sends out the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to a random selection of your Florida Blue Federal Employee Program (FEP) patients. Some of your patients will receive the survey soon. It will ask them about their 2022 health care in your office. [Learn more>>](#)

HEDIS Measure: Statin Therapy for Patients with Cardiovascular Disease

Starting this month and continuing quarterly, select FEP members between 21-75 years of age, will receive a letter encouraging them to refill their 90-day supply of qualifying statin cholesterol medications. This initiative aligns with the above Healthcare Effectiveness Data and Information Set (HEDIS) quality measure. [Learn more>>](#)

HEDIS Measure: Plan All-Cause Readmissions

This month, select FEP members 18 – 64 years of age will receive a letter encouraging follow-up care after an acute inpatient or observation stay with a discharge date in 2023. This initiative aligns with the above HEDIS quality measure. [Learn more>>](#)

HEDIS Measure: Follow Up After Emergency Department Visit for Mental Illness

This month, select FEP members 18 years or older will receive a letter encouraging follow-up care within 30 days after an emergency department visit with an associated mental illness or intentional self-harm diagnosis. This applies to a visit between January 1 and December 1, 2023 and aligns with the above HEDIS quality measure. [Learn more>>](#)

PHARMACY

New Part B Step Therapy Program Categories Affect Medicare Advantage Members

Florida Blue Medicare added two categories to the Part B step therapy program affecting Medicare Advantage members effective January 1, 2023. Step therapy requires authorization for certain higher-cost medications. We encourage you to consider prescribing preferred alternatives. [Learn more>>](#)

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