



September 8, 2023

For Truli for Health and Florida Blue Providers

BLUECARD

GeoBlue, BCBS Global, and Bupa Plans Provide Members with Covered Medical Services in the United States via BlueCard

It is important to know GeoBlue, Bupa, and Blue Cross and Blue Shield (BCBS) Global plan members seeking medical services in the United States should be treated as domestic BCBS plan members are treated under the BlueCard program. [Learn more>>](#)

PHARMACY

Commercial and Other Pharmacy Program Updates, Effective October 1, 2023

Changes to our pharmacy programs are effective **October 1, 2023**. These changes 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>>](#)

QUALITY / HEDIS / CAHPS

Coding Tips for Chronic Kidney Disease

Approximately 37 million American adults have chronic kidney disease, and millions more are at an increased risk of being diagnosed. The August coding newsletter offers tips and best practices for this illness. [Learn more>>](#)

Updates to HEDIS Measures for Prenatal and Postpartum Care

We have updated the Healthcare Effectiveness Data and Information Set (HEDIS) tip sheet for percentage of deliveries that received prenatal and postpartum care within certain timeframes. [Learn more>>](#)

SELF-SERVICE TOOLS

Care Programs for Your Patients Now Displayed in Provider Portal

The latest enhancements to our Provider Portal are now available. Updates include the addition of member care program information in both the ProviderVista (Commercial member data) and Provider Link™ (Medicare Advantage member data) platforms. [Learn more>>](#)

For Florida Blue Providers Only

FEDERAL EMPLOYEE PROGRAM

Flu Shot Reminders Could Influence Your Patients' Response to CAHPS Survey

From February through April of 2024, many of your Florida Blue Federal Employee Program patients will receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. As flu season approaches, we want to share some insight on how you may enhance the experience your patients have in your office. [Learn more>>](#)

MEDICARE STARS

Dual Eligible Special Needs Plan Model of Care: Required Training for Medicare Advantage HMO Provider Groups Due September 30

As a reminder, health care providers and staff who deliver care to Dual Eligible Special Needs Plan (D-SNP) members and are contracted by managed care organizations, such as Florida Blue Medicare, are required by the Centers for Medicare & Medicaid Services to receive basic training on the D-SNP Model of Care. To ensure compliance, your provider group must complete this course and submit the required attestation **by September 30, 2023**. [Learn more>>](#)

UTILIZATION MANAGEMENT

Changes Starting in January: Evolent (formerly known as New Century Health) Will Manage Utilization of Cardiovascular Services for Medicare Advantage Members

Starting **January 1, 2024**, Evolent will be managing utilization of cardiovascular services on behalf of Florida Blue. All cardiology codes requiring prior authorization will need to be submitted to Evolent. [Learn more>>](#)

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).