



May 19, 2022

For Truli for Health and Florida Blue Providers

COVID-19 SPECIAL ALERTS

COVID-19 Provider Billing Guidelines

To ensure proper, timely reimbursement, please submit claims using the provider billing guidelines in the link below. Please check these guidelines regularly as they will be updated as needed. [Click here](#) and select **COVID-19 Provider Billing Guidelines**.

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

Attention: NetworkBlue Providers

Blue Cross and Blue Shield's National High-Performance Network Reminders

The Blue Cross and Blue Shield system's national high-performance program, Blue High Performance Network (Blue HPN) is available in several U.S. markets, including Florida. Florida Blue providers contracted with the NetworkBlue network are in-network for Blue HPN since the Blue HPN product uses our NetworkBlue provider network. [Learn more>>](#)

CARE MANAGEMENT

Advance Care Planning Program Update

Our Advance Care Planning program offers advanced care/life planning and palliative care for your Florida Blue commercial health plan patients with serious illnesses. [Learn more>>](#)

MEDICARE STARS

CAHPS and HOS: Your Patients' Experience Matters

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and the Health Outcomes Survey (HOS) measure a random sample of Medicare Advantage patients' well-being and perception of their health care physician,

services and plan. The surveys' results will also impact your Star quality rating. Keeping your patients healthy and satisfied with their care is key to positive survey results. [Learn more>>](#)

SELF-SERVICE TOOLS

Provider Link: New Member/Annual Wellness Visit Enhancement

A new Member Visits/Annual Wellness Visit (AWV) page has been added to the Members module in the Provider Link platform. [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.