



July 11, 2024

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/providers/news/bulletins-and-faqs).

## For Truli for Health and Florida Blue Providers

### ADMINISTRATIVE NEWS

#### **Time to Verify/Update Your Profile Information to Remain in Provider Directories**

Federal law requires all providers, health care facilities, and suppliers to regularly verify and update their profile information on file with payers - even if profile information has not changed. Those who do not verify/update profile information each quarter, will be removed from our directories and will not be added back until the required information is received. [Learn more>>](#)

### SELF-SERVICE TOOLS

#### **Florida Blue Prior Authorization Enhancement in Availity**

An update was recently applied to Florida Blue's authorization status code set in Availity. When a prior authorization request is submitted, a new status response, *Certified-Partial*, will now display when applicable. [Learn more>>](#)

#### **Reminder About Using ICD-10 Z Codes to Capture Social Determinants of Health**

The Social Determinants of Health (SDOH) dashboard in ProviderVista offers helpful data about factors that may be impacting your patients' treatment plan adherence. There are many resources available to help address SDOH with your patients, including a newly added Centers for Medicare & Medicaid Services (CMS) infographic. [Learn more>>](#)

## For Florida Blue Providers Only

### COMPLIANCE

#### **D-SNP Basic Training Required for Medicare Advantage HMO Provider Groups**

The Dual Eligible Special Needs Plan (D-SNP) Model of Care has training requirements set by CMS. Health care providers and staff contracted by managed care organizations who deliver care to D-SNP members are required to complete the D-SNP Model of Care basic training. Make plans now to complete the training. [Learn more>>](#)

## FEDERAL EMPLOYEE PROGRAM

### **CAHPS Survey: You Can Help Improve Your Patients' Health Care Experience**

Each year between April and June, 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. The survey evaluates members' health care experiences for the past six months. [Learn more>>](#)

### **New Member ID Cards for FEP Blue Basic and Blue Standard Options**

The Blue Cross and Blue Shield FEP has updated member ID cards to reflect new out-of-pocket maximums for FEP Blue Basic and Blue Standard members in benefit year 2024. New ID cards have been mailed to enrollees, FEP Blue Basic and Blue Standard members, and those enrolled in the new FEP Medicare Prescription Drug Program. [Learn more>>](#)

## QUALITY / HEDIS / CAHPS

### **Join Us for Florida Blue's July 30 HEDIS Innovations Webinar**

Register to attend our next webinar on July 30, 2024. You will hear best practices and the latest on the Follow-Up After Emergency Department Visit for Mental Illness (FUM) and Emergency Department Utilization (EDU) HEDIS measures. [Learn more>>](#)