



June 12, 2025

For Florida Blue and Truli for Health Providers

ADMINISTRATIVE NEWS

Site of Care Reviews: Mandatory Prior Authorization for Certain Outpatient Procedures

Starting October 1, 2025, Florida Blue will initiate a Site of Care Review as part of its prior authorization process for select designated outpatient procedures. This applies to Florida Blue, Florida Blue HMO, and Truli for Health plans. [Learn more>>](#)

Provider Appeal Changes

Our Provider Appeals and Disputes department is implementing some changes. Providers are required to obtain an authorization for all HMO Evaluation and Management services with place of service 19 or 22. We are also reminding providers to refer members to participating providers.

[Learn more>>](#)

PHARMACY

Commercial and Other Pharmacy Program Updates

The latest changes to our pharmacy programs become effective July 1, 2025. 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

Keep Your Patients Healthy Through HPV Vaccination

Health care providers play an essential role in increasing human papillomavirus (HPV) vaccine rates among patients, particularly pre-adolescents ages 9 to 13. Helping parents understand the importance of having their children vaccinated against HPV is key. We ask you to prioritize this effort for eligible patients during their routine wellness visits and back-to-school checkups. [Learn more>>](#)

For Florida Blue Providers Only

FEDERAL EMPLOYEE PROGRAM

Use of Imaging Studies for Low Back Pain

The Federal Employee Program is dedicated to promoting Healthcare Effectiveness Data and Information Set (HEDIS) measures to help improve health outcomes. Understanding the HEDIS measure on the Use of Imaging Studies for Low Back Pain (LBP) is important to reduce unnecessary imaging for your patients. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Health Outcomes Survey – Tips to Help Your Patients

Many of your patients will soon receive their 2025 Health Outcomes Survey (HOS). This is a survey conducted by the Centers for Medicare & Medicaid Services (CMS). The HOS allows CMS to track patients' experience with various aspects of their care, including the quality of care received from their providers. [Learn more>>](#)

Register to Attend Florida Blue's Next HEDIS Innovations Webinar on July 29

Join us for our next webinar on July 29, 2025. You will hear best practices and the latest on the Adult Immunization Status (AIS) and Childhood Immunization Status (CIS) measures, along with other preventive HEDIS measures. Continuing medical education (CME) credit is available.

[Learn more>>](#)