



November 6, 2025

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 Florida Blue and Truli for Health Providers

ADMINISTRATIVE NEWS

Important Reminder: Keep Your Profile Current to Stay in Our Provider Directories

Federal law requires all providers, health care facilities, and suppliers to regularly verify and update their profile information with payers – even if their information has not changed. If your information is not updated timely, it will be removed from our directories, as required by law. As a reminder, your updates must be made in the Florida Blue Payer Space, Provider Self-Service tool. [Learn more>>](#)

NATURAL DISASTERS / HURRICANES

Hurricane Season Continues Through November 30

Hurricane season may be ending soon, but natural disasters and other emergencies are unpredictable. Stay prepared with these important reminders and guidelines to follow when a disaster occurs. Please remember to accept member ID cards from Florida Blue and Truli for Health (Truli) members during these types of events. [Learn more>>](#)

PHARMACY

Commercial Specialty Pharmacy Network Changes Coming January 2026

We are expanding our specialty network with the **Advocate+ Pharmacy Match** program through Free Market Health to better serve our members and help lower their costs. Beginning January 1, 2026, there will be changes to how you send specialty pharmacy prescriptions for Florida Blue and Truli members with commercial plans. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Influenza Vaccination for Infants: HEDIS Best Practices

As part of our commitment to improve health outcomes for your patients, we are highlighting the importance of the influenza vaccination in infants, as supported by the Healthcare Effectiveness Data and Information Set (HEDIS) guidelines. [Learn more>>](#)

For Florida Blue Providers Only

ADMINISTRATIVE NEWS

Announcing BlueVirtualCare, a Supplemental Virtual Care Option for Eligible Members

Starting January 1, 2026, BlueVirtualCare will be available to eligible Florida Blue members. BlueVirtualCare is a supplemental virtual health option that provides access to virtual care for general medicine, dermatology, and behavioral health care. Eligible members will receive information about coverage and how to use BlueVirtualCare. [Learn more>>](#)

Commercial Risk Adjustment Call for Medical Records

We are in the process of requesting medical records for members covered by an Affordable Care Act (ACA) health plan. This activity, taking place from November through March, allows us to validate chart documentation correctly reflects the clinical conditions of our members. This, in turn, ensures the encounter data we share with the U.S. Department of Health and Human Services for the ACA premium stabilization program is accurate. [Learn more>>](#)

Florida Blue Medicare Health Plan Changes for 2026

The Medicare Advantage landscape continues to shift with significant regulatory changes on the horizon. The Inflation Reduction Act of 2022 and the recently passed “One Big Beautiful Bill” are set to bring about key changes to our Medicare health care plans. [Learn more>>](#)

BLUECARD / GLOBAL PLANS

GeoBlue is Now Blue Cross Blue Shield Global Solutions

Our international health insurance partner, GeoBlue, has been rebranded as Blue Cross Blue Shield Global Solutions. [Learn more>>](#)

COMPLIANCE

Important Reminder About Fraud, Waste, and Abuse Policies

Health care fraud, waste, and abuse (FWA) can undermine our mission of offering a high-quality, affordable health care network. This can adversely impact our members, providers, and the community. Your support is critical to help us alleviate FWA. We appreciate your vigilance in identifying and reporting fraud and any form of waste or abuse. [Learn more>>](#)

Important Reminders About Patient Data Requests

All requests for member information must comply with requirements of the Health Insurance Portability and Accountability Act (HIPAA). This includes submitting Health Care Eligibility and Benefits (270) and Claim Status (276) inquiry transactions only when necessary. Please review and follow these guidelines to ensure compliance with this HIPAA mandate. [Learn more>>](#)

FEDERAL EMPLOYEE PROGRAM

CAHPS Survey: Improving Patient Outcomes Through Member Feedback

In early 2026, the Centers for Medicare & Medicaid Services will send the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to a randomly selected group of Blue Cross and Blue Shield Federal Employee Program patients. Participants will be asked to share their recent health care experiences, providing valuable insights to help improve the quality of care. [Learn more>>](#)

HEALTH CARE PLANS - MEDICARE

2026 Formulary Updates Coming January 1

Every year, we make changes to the formulary, the list of covered drugs for Florida Blue Medicare patients. This ensures cost effective medications are available, such as generics and biosimilars. The new formulary will become effective January 1, 2026. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

End-of-Year HEDIS Deadlines

As the HEDIS Measurement Year 2025 ends, we would like to bring to your attention key dates that will impact your ability to document and close care gaps for our members, your patients. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Notice of Change to Physician-Administered Drug Program

Effective March 1, 2026, we are expanding select Florida Blue commercial health plans' Physician-Administered Drug Program (PADP) managed by Prime Therapeutics Management ("Prime") Medical Pharmacy Solutions (MPS). As part of this change, we will require preservice reviews for certain drugs prior to administration in the office, home, outpatient hospital, ambulatory surgical center, public health clinic, and rural health clinic settings. [Learn more>>](#)

For Truli for Health Providers Only

Notice of Change to Physician-Administered Drug Program

Effective March 1, 2026, we are expanding Truli for Health plan's PADP managed by Prime MPS. As part of this change, we will require preservice reviews for certain drugs prior to administration in the office, home, outpatient hospital, ambulatory surgical center, public health clinic, and rural health clinic settings. [Learn more>>](#)