

Bluemail



January 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).

Truli for Health and Florida Blue Providers

BEHAVIORAL HEALTH

Help Your Patients Manage Stress With meQuilibrium

To help support the whole-person health care journey, we are reminding you about meQuilibrium – a personalized digital solution available to our fully insured Florida Blue and Truli for Health members at no extra cost. This solution offers a variety of tools and techniques to support mental well-being. [Learn more>>](#)

PHARMACY

Pharmacy Updates to Commercial Plans' Medical Coverage Guidelines Now Available

Each month and quarter, our Medical Coverage Guidelines (MCG) for the commercially insured are updated and published at [FloridaBlue.com](https://www.floridablue.com/medical-and-pharmacy-policies-and-guidelines-what-s-new) under *Medical and Pharmacy Policies and Guidelines, What's New*. The **December 15, 2023** updates included, but were not limited to, the **Buprenorphine** MCG, updated to include **Brixadi** and the **Voxzogo** MCG, which includes the use for pediatric patients under 5 years of age.

This quarter, the **January 1, 2024** updates include, but are not limited to, the **Sohonos** MCG, which is used for the reduction of new heterotopic ossification in patients with fibrodysplasia ossificans progressive. This update also shows the **Growth Hormone** MCG, which updates the preferred products **Norditropin, Genotropin, and Omnitrope**. Pharmacies/members may contact you due to the **discontinuation of Flovent HFA and Diskus**, effective January 1. For our commercial plans, the **preferred agents** are:

- Asmanex
- Arnuity Ellipta
- Fluticasone HFA Inhaler
- Qvar

Many other MCG updates are listed. [Learn more>>](#)

SELF-SERVICE TOOLS

Attention Passport Users:

Passport is Retiring – Its Tools Will Be Available in Provider Portal

On **February 19, 2024**, the Passport application system in Availity will be retired and its tools made available for use in our Provider Portal. If you do not currently use our Provider Portal, you must request access. [Learn more>>](#)

How to Manage Your Provider Record in the Provider Portal

Federal regulations require all providers, facilities, and suppliers to regularly verify and update profile information to remain listed in our online provider directory. To verify and update your profile, navigate to [Availity.com](https://www.availity.com), click on Payer Spaces, then Florida Blue Payer Space and you will be directed to the self-service Provider Portal. [Learn more>>](#)

Enhanced Medication Features Now Available in our Provider Portal

The latest enhancements to our Provider Portal allow you to access a comprehensive overview of members' medications. The Medication Management view in ProviderVista and Medication Adherence Report in Provider Link are now available. [Learn more>>](#)

For Florida Blue Providers Only

FEDERAL EMPLOYEE PROGRAM

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

Every year, the Centers for Medicare and Medicaid Services sends the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to a random selection of your Florida Blue Federal Employee Program (FEP) patients. In the upcoming survey, select patients will be asked about their experience for the health care they received in your office last year. Knowing the topics included in the survey can help you improve patients' overall experience. [Learn more>>](#)

PHARMACY

Part B Step Therapy Updates for Medicare Advantage

Florida Blue Medicare has made a change in Part B step therapy programs. Effective January 1, 2024, one category was added to the program and includes additional drugs affecting patients enrolled in Medicare Advantage plans. [Learn more>>](#)

Prior Authorization No Longer Required for Medicare Advantage Patients' Preferred CGMs

Florida Blue Medicare's policy regarding select diabetes supplies for Medicare Advantage patients has changed as of January 1, 2024. Patients can now receive preferred continuous glucose monitors (CGMs) – **Dexcom and FreeStyle Libre** – products and supplies **without** a prior authorization. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Newsletter Highlights Coding Tips from the Office of Inspector General Toolkit

The Office of Inspector General released a toolkit to help code high-risk conditions consistently submitted for Medicare Advantage claims. It also contains information about the circumstances under which these diagnosis codes could be miscoded. [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.