



June 2, 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**.

SELF-SERVICE TOOLS

Keep Your Profile Information Current to Stay Listed in Our Provider Directories

Federal legislation, effective January 1, 2022, requires all providers, health care facilities and suppliers to verify and update their profile information each quarter to remain listed in online provider directories. [Learn more>>](#)

For Florida Blue Providers Only

FEDERAL EMPLOYEE PROGRAM

CAHPS Survey: You Can Make a Difference in Your FEP Patients' Satisfaction

A random selection of Florida Blue Federal Employee Program members has received the Centers for Medicare & Medicaid Services' annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey measures their 2021 health care and doctor's office visit experience. You can help boost results. [Learn more>>](#)

SELF-SERVICE TOOLS

New Feature in Provider Link: Enterprise Communication Center

There is a new feature in Provider Link called the **Enterprise Communication Center** that allows you to retrieve reports at your convenience. [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.

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