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# Bluemail



March 25, 2021

## For Florida Blue and Truli for Health Providers

### COVID-19 SPECIAL ALERTS

#### COVID-19 Update as of March 12, 2021

In response to the coronavirus disease (COVID-19), we have made additional process updates which are now in place for our Commercial, Affordable Care Act (ACA), Medicare Advantage, Federal Employee Program® (FEP) and Truli for Health lines of business. We will keep you informed as information changes. **Note:** For easy reference, new updates are noted in red throughout the communication. [Learn more>>](#)

#### 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**.

### MISCELLANEOUS

#### March 30 Is National Doctors' Day! Thank You for All You Do

We know this past year has not been easy. Thank you for all you have done to care for your patients and address the fears, loneliness and anxiety resulting from months of unknowns. In recognition of National Doctors' Day on March 30, we extend our sincere appreciation for all you and your staff do to care for our members - your patients. [Learn more>>](#)

### PHARMACY

### **Tips for Submitting Pharmacy Prior Authorization Requests**

The first few months of the year usually mean prescribers need to submit more prior authorizations for prescriptions. This is because of changes in prescription coverage, formulary modifications and renewal requirements in the new benefit year. This bulletin has tips to make the process easier. [Learn more>>](#)

### **QUALITY / HEDIS / CAHPS**

#### **Coding Newsletter Focuses on Congestive Heart Failure**

Our April issue of *Closing Gaps and Meeting Metrics* highlights coding tips for congestive heart failure, including documentation requirements. [Learn more>>](#)

### **UTILIZATION MANAGEMENT AND OTHER PROGRAMS**

#### **Authorization Transactions Will Be Unavailable Online the Weekend of March 26**

We are upgrading Florida Blue's Care Management system from 5 p.m. Friday, March 26, until 8 a.m. Monday, March 29. Online authorizations will be unavailable during these times. This bulletin explains how to submit authorization requests for urgent situations. [Learn more>>](#)

## **For Florida Blue Providers Only**

### **ADMINISTRATIVE NEWS**

#### **Verify/Update Your Provider Directory Profile Information by March 31**

To ensure your information in our provider directories is correct, please be sure to verify or update your information today. It is secure, quick and easy. And remember to **update your panel status, too**. This information is often overlooked and needed in our directories by members and prospective members. [Learn more>>](#)

### **COMPLIANCE**

#### **CMS to Conduct National Audit to Identify Improper Medicare Advantage Payments**

The Centers for Medicare & Medicaid Services (CMS) will be performing an *Improper Payment Measure* audit related to our BlueMedicare<sup>SM</sup> HMO, PPO and RPPO member information with 2018 service dates. As a result of this audit, we may request medical records for your BlueMedicare patients who have been selected for the review. [Learn more>>](#)

### **HEALTH CARE PLANS (MARKETPLACE)**

### **Special Enrollment Period for Individual Health Coverage**

Earlier this year, the president signed an executive order opening an additional special open enrollment period (SEP). The extended SEP offers Marketplace-eligible consumers who did not get health coverage during the regular fall open enrollment period an opportunity to enroll in a health plan for 2021 coverage. [Learn more>>](#)

### **MEDICARE STARS**

#### **Your Florida Blue Medicare Advantage Patients' Health Care Experience Matters!**

##### ***Important Changes to Know***

CMS is making big changes to how they calculate Medicare Star Ratings. For example, they have increased the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) weighting for performance year 2021. Find out what the changes mean, what we are doing and what you can do to help make a difference in your Florida Blue Medicare patients' health care experiences. [Learn more>>](#)

#### **2021 Medicare Advantage Annual Provider Quality Bonus Program Information and More**

As a reminder, details about our 2021 Medicare Advantage Provider Quality Bonus Program for primary care provider groups are now available. The bonus program is based on two different options, and qualification for each is determined by network agreement type (value-based and non-value-based). [Learn more>>](#)

### **MEMBER TOOLS AND RESOURCES**

#### **HealthyBlue Rewards Brochures Offered to Medicare Advantage Members via QR Codes**

We have created HealthyBlue Rewards brochures you can share with your Medicare Advantage patients via QR codes to explain everything they need to know about the member rewards program. Through the HealthyBlue Rewards program, Florida Blue Medicare Advantage members can earn gift cards from popular stores like Publix, Walmart and others when they complete certain preventive health services. [Learn more>>](#)

### **QUALITY / HEDIS / CAHPS**

#### **New HEDIS Measure: Follow-Up After Emergency Department Visit for People with Multiple High-Risk Chronic Conditions (FMC)**

We have added a Healthcare Effectiveness Data Information Set (HEDIS®1) measure for Medicare and Medicare Stars. This tip sheet provides key details on the HEDIS measure for Follow-Up After Emergency Department Visit for People with Multiple High-Risk Chronic Conditions. [Learn more>>](#)

## VALUE-BASED CARE

### **Provider Groups in Value-Based Agreements Are Eligible for 2021 Medicare Advantage Annual Provider Quality Bonus Program**

We want to point out primary care provider groups with Medicare value-based agreements also qualify for our 2021 Medicare Advantage Provider Quality Bonus Program. Details are now available. [Learn more>>](#)

<sup>1</sup>HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).