

Bluemail



February 23, 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.

SPECIAL NEWS UPDATE

Cybersecurity Incident Impacting Some Health Care Systems

We learned yesterday of a cybersecurity incident impacting a company that manages patient-related transactions. Specific details of the cyber incident have not been shared with us; however, it triggered actions by other health care vendors to pause and disconnect certain services for security purposes. This impacted the availability of information related to patient Eligibility and Benefits (E&B) and some claim-related functions, such as claim receipt and claim status. This means providers who need to process E&B and claims transactions are not able to access the latest information through the normal channels.

To ensure continuity of business and help facilitate care for your patients, Availity^{®1} is providing directions on their site for providers who have an existing Availity Essentials account to transact electronically with Florida Blue. This will be a manual process but allows you to confirm E&B and claims statuses. Access the instructions by logging into Availity.com.

It is important to note the cybersecurity incident reported yesterday is not related to Florida Blue directly; however, we understand the potential impact to your administrative work processes.

Thank you for your patience and all you do to take care of our members. We will continue to share more details as information becomes available.

¹Availity, LLC is a multi-payer joint venture company. For more information, visit Availity.com.

STANDARD EDITION

For Truli for Health and Florida Blue Providers

ADMINISTRATIVE NEWS

New Appointment and Wait Time Guidelines Added to *Manual for Physicians and Providers*

To ensure your patients receive timely care to meet their health needs, we encourage you to follow the Florida Blue Appointment Availability and Office Waiting Time Guidelines. These are based on the Centers for Medicare & Medicaid Services (CMS) time standards. [Learn more>>](#)

PHARMACY

Pharmacy Updates to Commercially Insured Medical Coverage Guidelines Now Available

Monthly and quarterly, our Medical Coverage Guidelines (MCGs) for the commercially insured are updated and published at FloridaBlue.com under *Medical and Pharmacy Policies and Guidelines, What's New*. The February 15, 2024 updates include, but are not limited to, the **Tymlos** MCG with inclusion of the treatment of glucocorticoid-induced osteoporosis. This update also includes the **Bosulif** MCG for the treatment of pediatric patients with chronic myelogenous leukemia. Many other MCG updates are listed.

[Learn more>>](#)

For Florida Blue Providers Only

QUALITY - MEDICARE STARS

2024 Medicare Advantage Annual Wellness Visit Provider Bonus Program

The Medicare Advantage Annual Wellness Visit Provider Bonus Terms and Conditions are now available in the *Resource Links* section of Provider Link. You can find this in the *Other Links* tab on your dashboard. **New** this year, the bonus is open to all in-network primary care provider groups contracted with Florida Blue Medicare Advantage plans. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Update to New Century Health Cardiology Management Program Prior Authorization Frequently Asked Questions

New Century Health now oversees our Medicare Advantage members' cardiovascular services, effective January 1, 2024. Related Frequently Asked Questions, first published in November 2023, and the list of CPT codes, have been updated. [Learn more>>](#)

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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.