

Bluemail



May 4, 2023

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 > providers > news > bulletins-and-faqs](https://floridablue.com/providers/news/bulletins-and-faqs).

For Truli for Health and Florida Blue Providers

PUBLIC HEALTH / PANDEMICS / COMMUNITY CRISES

Florida Reinstating Annual Medicaid Status Review

As the COVID-19 public health emergency (PHE) ends, Florida is reinstating its annual eligibility review of Medicaid recipients. We are notifying your Florida Blue Medicaid patients about the resumption of reviews for Medicaid eligibility. [Learn more>>](#)

Medicare Advantage Plans Return to Standard Benefits with End of COVID-19 PHE

With the end of the COVID-19 federal PHE on May 11, Florida Blue Medicare will return to its pre-pandemic processes. Florida Blue will begin applying normal cost shares for most services starting May 12. [Learn more>>](#)

For the latest information on PHE billing for other lines of business, see the COVID billing guidelines. [Learn more>>](#)

For Florida Blue Providers Only

MEDICARE STARS

Medicare Stars HEDIS Best Practices for 2023

We updated our Medicare Stars HEDIS Best Practices Guide for Providers for the 2023 measurement year. [Learn more>>](#)

SELF-SERVICE TOOLS

Provider Link Adds Behavioral Health Indicators

Florida Blue Medicare's provider portal, Provider Link, has been updated to include information on the HEDIS mental health quality measures that may sometimes get overlooked – Antidepressant Medication Management (AMM) and Follow-Up After Hospitalization for Mental

Illness (FUH). Now, member information related to these quality measures is available to help you deliver care to your patients. [Learn more>>](#)

QUALITY / HEDIS / CAHPS

Updated and New Pharmacy Quality Alliance Measures Tip Sheets

We updated the tip sheets for Pharmacy Quality Alliance measures for 2023 and have created three new ones: international normalized ratio monitoring of individuals on Warfarin, adherence to antipsychotic medications for schizophrenia, and monitoring of individuals on long-term opioid therapy. [Learn more>>](#)

Tips for CAHPS Success

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is a regulatory accreditation survey sent to members between March and June each year. The survey aims to assess our members' health care experiences for the past six months. We posted tips on how you can improve patient experience. [Learn more>>](#)