



December 5, 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/for-providers/news/bulletins-and-faqs).

For Florida Blue and Truli for Health Providers

SEASON'S GREETINGS

May this special time of year bring you joy and peace as you reflect on the meaningful difference you make in the lives of those you care for. Thank you for your commitment and dedication to delivering exceptional care to our members. We look forward to your continuous engagement in the coming year so together we can help people and communities achieve better health.

Warmest wishes,
Florida Blue

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](https://www.floridablue.com) under *Medical and Pharmacy Policies and Guidelines, What's New*. The November 15, 2024 updates include, but are not limited to, a new **Tecelra** MCG for the treatment of adults with specific types of unresectable or metastatic synovial sarcoma (SyS) whose tumor expresses the melanoma-associated antigen A4 (MAGE-A4). This update also shows the new **Niktimvo** MCG, for the treatment of chronic graft-versus-host disease (cGVHD) after failure of at least two prior lines of systemic therapy. Many other MCG updates are listed. [Learn more>>](#)

Pharmacy Updates to Commercially Insured Medical Coverage Guidelines Now Available

The latest changes to our pharmacy programs will apply January 1. These updates affect our preferred drug lists and medication guides, including prior authorization requirements, the Responsible Quantity Program, Responsible Steps, and the Pharmacy Coverage Exclusions List. [Learn more>>](#)

Quality / HEDIS / CAHPS

2024 Medical Record Review Results Now Available

Each year, we conduct a review of primary care practices' medical records. This initiative is intended to help improve record-keeping practices to foster patient safety and enhance continuity, coordination, and transition of care. The latest results are based on population samples from Florida Blue HMO, Truli for Health, and Florida Blue Medicare HMO plans. [Learn more>>](#)

For Florida Blue Providers

BEHAVIORAL HEALTH

Introducing Lucet's Behavioral Health Provider Scheduling Tool for Eligible Members

Eligible members with commercial and Medicare Advantage plans can now find mental health providers more easily and directly schedule in-network care using Lucet's online booking tool. Lucet manages behavioral health benefits and services on behalf of Florida Blue. [Learn more>>](#)

COMPLIANCE

D-SNP Basic Training Required for Medicare Advantage HMO Provider Groups

The Dual Eligible Special Needs Plan (D-SNP) Model of Care has training requirements set by the Centers for Medicare & Medicaid Services. Health care providers and staff contracted by managed care organizations who deliver care to D-SNP members are required to **complete the D-SNP Model of Care basic training before December 31**. [Learn more>>](#)

PHARMACY

Removal of Some Medications from Condition Care Rx Program

To continue to keep costs down for our members, we are making some changes to our Condition Care Rx (CCRX) program. As a result, Prime Therapeutics is updating the drug list for CCRX, and some brand diabetes medications will no longer be part of this program. [Learn more>>](#)

QUALITY

Urge Your Patients with Diabetes to Complete Their Annual Eye Exam

To help improve Healthcare Effectiveness Data and Information Set rates for diabetic retinal eye exams, please encourage your patients with diabetes to have their eyes examined by an ophthalmologist annually. You are also asked to collect and report eye exam information with the Current Procedural Terminology Category II codes in this bulletin. [Learn more>>](#)

UTILIZATION MANAGEMENT AND OTHER PROGRAMS

Changes to Medicare Advantage Hip, Knee, and Spine Care Utilization Management Programs

Our Hip, Knee, and Spine Care Utilization Management programs for Medicare Advantage plans are changing. Effective December 23, 2024, Florida Blue Medicare will begin managing these programs through AuthAI (formerly Olive) – a health care automation platform from Availity. [Learn more>>](#)

Reminders for Eye Management Inc. Referrals and Authorizations in Select Counties for Commercial HMO and Medicare HMO Plans

We are sharing important reminders for obtaining ophthalmology services referrals and authorizations through Eye Management Inc. for patients with a Florida Blue commercial HMO or Medicare HMO plan. This applies to members in Miami-Dade, Broward, Palm Beach, Monroe, Okeechobee, St. Lucie, Martin, and Indian River counties. [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.