

Bluemail



January 23, 2025

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/providers/news/bulletins-and-faqs).

For Florida Blue and Truli for Health Providers

NATURAL DISASTERS

Important Reminders During Natural Disasters or a State of Emergency

Natural disasters and other emergencies are unpredictable. Florida Blue encourages providers to reference these guidelines if unable to follow normal business procedures or communicate with Florida Blue or Truli for Health during natural disasters or when a state of emergency is declared in Florida.

[Learn more>>](#)

PHARMACY

Pharmacy Updates to Commercially Insured Medical Coverage Guidelines Now Available

Each month and quarter, 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 January 15, 2025 updates include, but are not limited to, the new **Kebilidi** MCG for the treatment of adult and pediatric patients with genetically confirmed aromatic L-amino acid decarboxylase (AADC) deficiency. This update also shows the addition of Alvaiz to the **Eltrombopag** MCG for the treatment of thrombocytopenia associated with either chronic immune thrombocytopenia purpura (ITP) or chronic hepatitis C, and for the treatment of severe aplastic anemia. Many other MCG updates are listed.

[Learn more>>](#)

QUALITY / HEDIS / CAHPS

Helping Patients with Diabetes and Cardiovascular Disease

A sizable number of our adult members, your patients, are living with diabetes and/or heart disease. Together, we can help improve their health by following HEDIS quality guidelines from the Statins for Patients with Diabetes and Cardiovascular Disease measure. [Learn more>>](#)

For Florida Blue Providers Only

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>>](#)

FEDERAL EMPLOYEE PROGRAM

Closing the Gaps in Emergency Care

This year, we are sending notices about emergency care to select members with Federal Employee Program plans as a primary insurance. These members will be encouraged to participate in follow-up appointments within 30 days of discharge from an emergency department visit, acute inpatient stay, or observational stay occurring between January 1 and December 31, 2025. [Learn more>>](#)

HEALTH CARE PLANS - MEDICARE ADVANTAGE

CMS to Conduct Audit to Identify Improper Medicare Advantage Payments

The Centers for Medicare & Medicaid Services (CMS) will perform a Part C Improper Payment Measure audit related to our BlueMedicare HMO and PPO Medicare Advantage members for the 2023 benefit year. The audit helps ensure risk-adjusted payments are accurate and applies to members with 2022 service dates. If your Florida Blue BlueMedicare patients are selected for the review, their medical records will be requested. [Learn more>>](#)

New BlueMedicare PPO Policy for Diabetes Glucose Monitors and Supplies

As a reminder, effective January 1, 2025, a new policy changes how members in **BlueMedicare PPO** Medicare Advantage health plans obtain their diabetes glucose monitors, associated supplies, and insulin administered by pump. These products are still covered under the medical (Durable Medical Equipment) benefit, but they are distributed by in-network retail and home delivery pharmacies. [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.