

Bluemail



February 20, 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

ADMINISTRATIVE NEWS

Reminder to Verify Your Information to Remain in Our Provider Directories

Federal law requires all providers, health care facilities, and suppliers to verify and update their profile information with payers each quarter – even if their information has not changed. If your information is not updated timely, it will be removed from our directories, as required by law. It will be added back to the provider directory once the required information is received. [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/medical-and-pharmacy-policies-and-guidelines) under *Medical and Pharmacy Policies and Guidelines, What's New*. The February 15, 2025 updates include, but are not limited to, a revision to the **Scemblix** MCG to prefer the use of dasatinib (Sprycel) for previously untreated chronic-phase Philadelphia chromosome-positive (Ph+) chronic myeloid leukemia (CML). This update also shows a revision to the **Growth Hormone** MCG, for the treatment of HIV-associated wasting or cachexia. Many other MCG updates are listed. [Learn more>>](#)

For Florida Blue Providers Only

FEDERAL EMPLOYEE PROGRAM

Prompt Access to Visits is Important to Your Patient's Experience and CAHPS Results

In our commitment to deliver high-quality health care services, a random group of our Blue Cross and Blue Shield Federal Employee Program members will be invited to complete the federally accredited Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey this spring. This survey will assess their 2024 overall health care experience and include questions around quick access to visits. [Learn more>>](#)

MEDICARE STARS

Improve Patients' Experience: Five Actions to Enhance Care and Raise CAHPS Results

Every year, the CAHPS survey measures your Medicare Advantage patients' experiences with their health plan, doctor, and specialists. This spring, a random selection of patients will receive the survey to evaluate their 2024 health care experience. [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.

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